2wish

England & Wales · Charity number 1168140

Details

Other names	2 WISH UPON A STAR, 2 Wish, 2wish
Status	Registered
Legal form	CIO
Registered	2016-07-08
Register	View on the Charity Commission register

Contact

Address	Unit 3 Sovereign Court Sterling Drive Llantrisant Pontyclun Mid Glam
Phone	01443853125
Email	info@2wish.org.uk
Website	www.2wish.org.uk

Activities

Objects: THE OBJECTS OF THE CIO ARE, FOR THE BENEFIT OF THE PUBLIC, THE PRESERVATION AND PROTECTION OF PHYSICAL AND MENTAL HEALTH OF THOSE IN WALES AND SUCH OTHER AREAS AS THE TRUSTEES MAY DECIDE, WHO HAVE SUFFERED A BEREAVEMENT OF A CHILD OR YOUNG ADULT UNDER 25 YEARS OF AGE BY:(A) THE PROVISION OF SERVICES INCLUDING, BUT NOT EXCLUSIVELY, THE PROVISION OF COUNSELLING AND EMOTIONAL SUPPORT; AND(B) THE ADVANCEMENT OF EDUCATION AND AWARENESS OF THE PUBLIC IN RELATION TO THE EFFECT THAT A BEREAVEMENT OR LOSS CAN HAVE ON FAMILIES AND OTHERS.

Activities: BEREAVEMENT SUPPORT FOR PARENTS AFTER LOSING THEIR CHILD SUDDENLY AND TRAUMATICALLY.??* ENSURE EVERY A AND E DEPARTMENT IN WALES HAS A SUITABLE BEREAVEMENT SUITE?FOR BEREAVED RELATIVES?* BEREAVEMENT BOXES ARE AVAILABLE FOR PARENTS AT HOSPITALS* IMMEDIATE BEREAVEMENT SUPPORT IS AVAILABLE FOR PARENTS AND SIBLINGS* TO PROVIDE A PROFESSIONAL COUNSELLING SERVICE FOR BEREAVED PARENTS

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

Geography

- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2024-09-30	£1,976,417	£1,643,182	£1,857,218	31
2023-09-30	£1,907,905	£1,004,508	£1,494,258	19
2022-09-30	£758,062	£805,173	£615,548	16
2021-09-30	£523,519	£480,505	£723,575	12
2020-09-30	£565,901	£440,684	£664,220	10

Trustees

Name	Role	Appointed
Adrian Clark		2026-01-28
Cerri Dando-Thompson		2025-07-30
Chris Grey		2024-01-31
Dr Gavin Rhodri Davies		2025-11-27
Ian David Raikes		2025-09-24
Jonathan David Jones		2022-03-18
Lynne Elizabeth Sheehy MBE		2022-07-12
Sarah Morris		2025-03-25
Steffan Simpson		2020-09-09
TRISTAN AGLAND		2016-07-08
Victoria Sleap		2024-04-01
William David Willdridge		2024-11-27

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2wish

England & Wales - Charity number 1168140

Accounts

Annual Report FY24

For the year ended 30th September 2024

2wish

Charity Number: 1168140

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Our Vision

Our Mission

When a family loses a child or young adult the effects are devastating for all who knew and loved them. Our mission is to ensure that all those affected by the sudden and traumatic death of a child or young adult aged 25 or under throughout Wales receive the bereavement support they deserve.

Rhian's Story

On the 22nd February my one-year old son George passed away. He died suddenly after suffering a seizure at home. It was discovered later that George was suffering from Bronchial Pneumonia and Type A Influenza.

Just 5 days later my husband and best friend Paul tragically died. He was 33 years old. I was left alone to support my other two young children.

Nobody came, no support was offered, and it was left to my family and friends to get me through my loss.

2wish was initially set up following their deaths as a simple memorial fund. However, due to the overwhelming support and generosity of a small Welsh community the fund became a registered charity in October 2012.
Bereaved families and professionals working with sudden death then started reaching out, identifying with the gap that my family had discovered.

This gap in the system had to be filled. No parents should have to face loss alone. Paul was so traumatised by the loss of his son he walked out of his home, leaving a wife and two young children and never came back.

Our Aims for families in England and Wales

- Ensure every Emergency Department has a suitable bereavement suite
- for bereaved families.
- Ensure that bereavement boxes are available for families at each of these hospitals.
- Ensure that immediate bereavement support is available for suddenly bereaved families.
- Provide a professional bereavement counselling service.
- Provide support to individuals who witness the sudden and traumatic death of a child
- or young adult.
- Provide support for professionals who are affected by the sudden death of a child or young adult.
- Provide staff support and training.

Our Values

FAMILY

In the 2wish team, FAMILY means respecting boundaries and each other.

PERSONABLE

In the 2wish team, PERSONABLE means open and approachable to others.

BOLD

In the 2wish team, BOLD means showing courage to push our boundaries.

RESPONSIVE

In the 2wish team, RESPONSIVE means getting the job done.

Welcome from our Chair

It is an honour and a privilege for me to write this Annual Report for the first time as Chair of this unique charity.

Firstly, on behalf of myself and my fellow board members I'd like to say a huge thank you to our outgoing Chair, Jo Foxall. In my tenure as Chair, I strive to be as attentive and skilful in the role as Jo was.

I have been involved with 2wish for a few years in one capacity or another and people often ask me how I would describe the charity. I could describe 2wish through its unique and inspiring mission to ensure that all those affected by the sudden and traumatic death of a child or young adult aged 25 or under receive the bereavement support they deserve.

I could describe it in numbers, e.g. through the staggering impact of having received 7,952 death referrals and as a result supported over 6,000 individuals since it started delivering its services in 2012.

However, when I answer this question, I prefer to describe what I see when I stand back, look and reflect on 2wish. A quote by Francis of Assisi that goes, "Start by doing what's necessary, then do what's possible, and suddenly you are doing the impossible." always comes to mind.

When I think of the journey 2wish has been on this is exactly what I see. In 2012 when our CEO Rhian lost her one-year-old son George and then just 5 days later lost her husband Paul, she did what she felt was necessary to ensure that anyone else in her and Paul's situation, at least locally, would be treated with dignity and have the support they deserved in their darkest of times. Through founding and growing 2wish Rhian found it was possible to support more and more people in more and more ways.

And now look where we are. Even just a few years ago it would have seemed impossible that 2wish could be supporting people across not just the whole of Wales but in 7 English counties as well.

This, then, is how I describe 2wish. An organisation that redefines the impossible to provide the support services it believes people deserve. It then executes these services brilliantly through the most inspiring team of people I have ever worked with.

This has been a momentous and defining year for 2wish. In January of 2024, for the first time, we opened our doors to services in England, specifically in the counties of Cheshire, Shropshire, Herefordshire, Worcestershire, Gloucestershire, Avon and Somerset, as the first phase of a planned multi-phase expansion program to cover the whole of England. This initial phase includes 18 hospitals and 4 police forces.

To the end of September 2024, in England, 2wish received 110 death referrals supporting 508 individuals, proving the need for its services in England and evidencing the huge body of work done by the 2wish team to prepare and deliver these services.

Growing 2wish from a Wales only charity to one that will provide support incrementally across an expanding scope in England alongside a non-negotiable commitment to ensure services in Wales remain intact, has meant transformational scale change. Key strategic focus areas included a salary structure for recruitment and retention, a scalable organisational structure, a strengthened governance model to ensure the charity grows safely, prudent financial controls for sustainable growth and fundraising to support service expansion.

2wish has its roots in a strong community of staff, volunteers, supporters and partners. Maintaining this community will be vital to our future success in bringing our critical services to those who need them across an increasing geographical scope.

Looking ahead, we're excited to build on the momentum and achievements of 2024. Our strategic priorities will include maintaining, strengthening, and growing our corporate partnerships while developing sustainable income streams through, e.g., grants and foundations and legacy giving. Community fundraising and events will remain strategically important both through the revenue they generate but also through the connection they create with the communities we serve.

Other key focus areas include growing our excellent relationships with the Welsh Parliament out to the UK Government to help support our expansion of service provision into England.

Operational Efficiency will always be key to ensuring every possible penny raised will be spent on supporting families, professionals and anyone else affected by the sudden and traumatic death of a child or young adult aged 25 or under.

I want to thank my fellow board members for their wisdom and guidance. I am humbled by and thank our community of staff, volunteers, supporters and partners. Together, we are making a real difference to people whose lives have been affected in ways they could never have imagined.
This is what drives us.

Martyn Sayce
Chair

Welcome from our CEO

As another year draws to a close, we take a moment to reflect on the incredible journey that 2wish has had in the past 12 months. It has been a year of growth, resilience, and continued commitment to our mission.

We want to extend our heartfelt gratitude to our amazing staff, dedicated Trustees, selfless volunteers, and the wonderful families who have supported us along the way.

None of this would have been possible without each of you believing in what we do and the difference we make.

This year has seen 2wish grow rapidly, and while we have expanded our services, it is important to note that our core values have remained constant.

At the heart of everything we do is our belief in supporting people through their grief in a way that feels right for them. We understand that grief affects everyone differently, and that's why we strive to offer personalised, compassionate support tailored to the individual needs of each person we work with.

We are incredibly proud of the work we have accomplished, and this would not be possible without the collective effort of so many people. Our staff continues to show unwavering dedication, and our Trustees remain steadfast in guiding us forward.

Our volunteers are the lifeblood of our charity, always ready to lend a hand and make a meaningful impact in the lives of those we serve. And, of course, our families, who continue to inspire us with their strength, courage, and trust.

As we look back on the year, we are filled with gratitude for every moment of support, every story shared, and every life touched.

As we enter a new year, we remain committed to helping those who need it most. Our mission continues to evolve, but we promise to always be guided by the values of compassion, respect, and a deep understanding of the diverse ways in which grief impacts people's lives.

Thank you once again for your continued support, and we look forward to another year of making a difference together.

With deep appreciation and hope for the future,
Rhian xx

R L Mannings

Rhian Mannings
CEO & Founder
Dated: 14.4.25

Meet the Team

Senior Leadership Team

Rhian Mannings
CEO & Founder

Emma Kneebone
Deputy CEO
&
Director of Transformation
& Strategy

Leanne Lingham
Director of Operations
England & Wales

Heather Hughes
Head of Bereavement Services
(hired, planned start Oct 2024)

Rachel Williams
Head of Finance

Daisy Magill
Head of Fundraising

Adam Bate
Head of Marketing

Meet the Team

Finance & Marketing

Rachel Williams
Head of Finance

Adam Bate
Head of Marketing

Sabine Bayliss
Finance & HR Administrator

Hannah Daley
Marketing & Communications Assistant

Rose Williams
Social Media Assistant

Meet the Team

Fundraising - Wales

Daisy Magill
Head of Fundraising

Gaynor Davies
Fundraising Manager - Wales

Libby Simmons
Regional Fundraiser - South

TBC
Regional Fundraiser - West

Laura Ogden
Regional Fundraiser - North

Beverley Slocombe
Fundraising Administrator & PA to CEO

Aimee Harris
Events Coordinator

Gareth Rees
Corporate Partnerships Fundraiser

Sarah Thyer
Volunteer Coordinator Wales

Meet the Team

Fundraising - England

Daisy Magill
Head of Fundraising

Milly Wheeler
Fundraising Manager - England

Naomi Willingham
Regional Fundraiser - England
Phase I South

TBC
Regional Fundraiser - England
Phase I North

Meet the Team

Support - Wales

Heather Hughes
Head of Bereavement Services
(hired, planned start Oct 2024)

Helen Thomas
Bereavement Service Manager - Wales

Joanne Wilkins
Immediate Support Coordinator

Dawn Tilt
Immediate Support Coordinator

TBC
Immediate Support Coordinator

Angela Nicklin
Immediate Support Coordinator

Meurig Jones
Immediate Support Coordinator

Nicola Watts
Children & Young Person Coordinator

Louise Way
Counselling Support &
Outreach Coordinator - South

Cassandra Dalton
Counselling Support &
Outreach Coordinator - West

Dawn Rogers
Counselling Support &
Outreach Coordinator - North

Jane Powell
Support Coordinator

Meet the Team

Support - England

Heather Hughes
Head of Bereavement Services
(hired, planned start Oct 2024)

Kirstie Edwards
Bereavement Service Manager - England

Mark Ryan
Immediate Support Coordinator

Katie Clarke
Immediate Support Coordinator

Rachel Newnes
Immediate Support Coordinator

Catrin Cross
Immediate Support Coordinator

Lydia Sorrenson
Counselling Support & Outreach Coordinator

Helen McSpadden
Counselling Support & Outreach Coordinator

Our Year at a Glance

2023

October

Recruited first England Bereavement Services Manager
Rhian presented on International Child Death Conference in Italy

November
Music in the Stars Concert - Cor Seren

December

Soiree
Remembrance Service
Recruited England team

2024

January

You Can't Pour from an Empty Cup campaign - Support for professionals
2miles For 2wish
Opened our doors to phase one England
Joined FLACCS - National Liason Group

February

George's Challenge 2024
Official Launch into England

March
Recruitment of Fundraising Manager - England
Staff Challenge - Offas Dyke
Great Welsh Marathon and Half

April

2wishful Journey in North Wales

May

The Little Ball of Hope
In It Together Festival
Vilomay campaign

June
Valero Golf Day
Paul Burke Golf Day
2wish Cricket Match v Miskin

July

Let's Talk BereaveMENt forum
2wish Dads v Ty Hafan Dads Football
Recruitment of Regional Fundraiser - Bristol, Gloucestershire, Somerset & Avon

August

Elephant Walks in south and west Wales

September

Cardiff 10k
Appointed our 2 volunteer ambassadors - Harry and Rebecca Foster

Our Support

Financial Year October 2023 – September 2024:

· From 1st October 2023 – 30th September 2024, we received 355 referrals. Of those referrals, 239 of the referrals were immediate and 116 were historic.

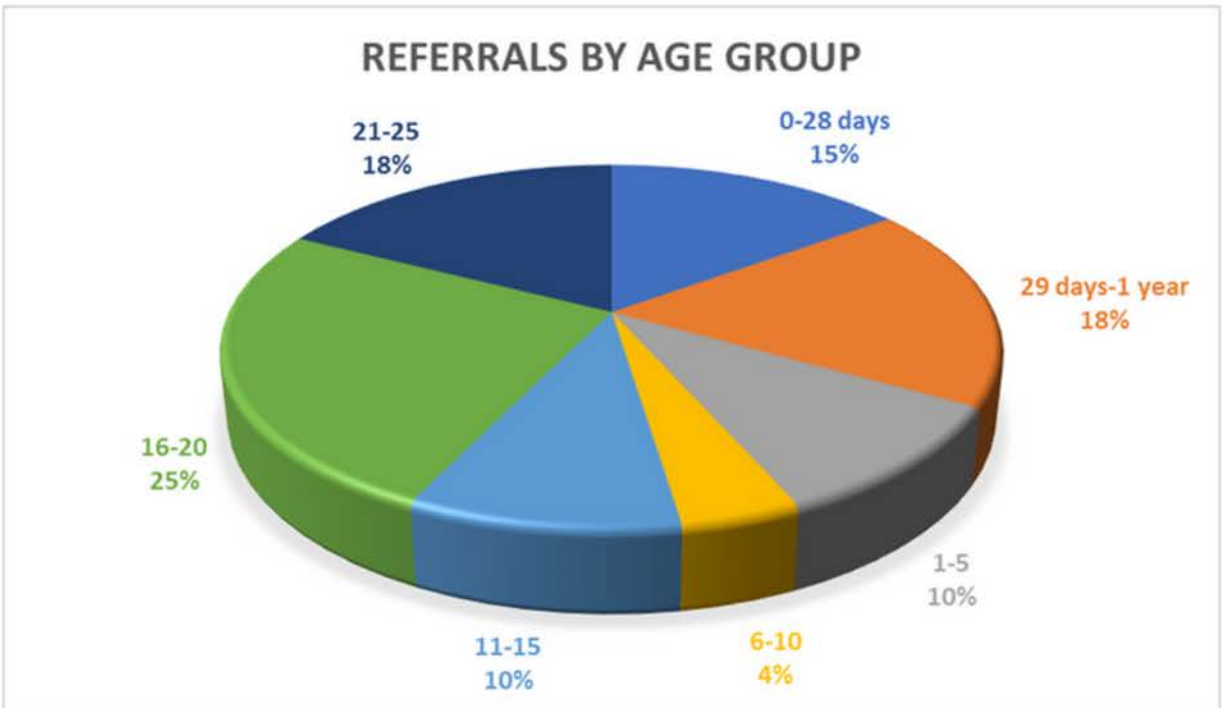
· Immediate referrals are classified as deaths referred into our service via the immediate support pathway, usually in the hours/days following the death. Historic deaths are when the death occurred two, or more, months prior to the referral coming into the organisation. There are many reasons a death may not have been referred to the service right away—whether the family didn't feel ready to engage at the time, or the loss occurred many years ago. Each situation is deeply personal, and we recognise that people come to us at different points in their journey

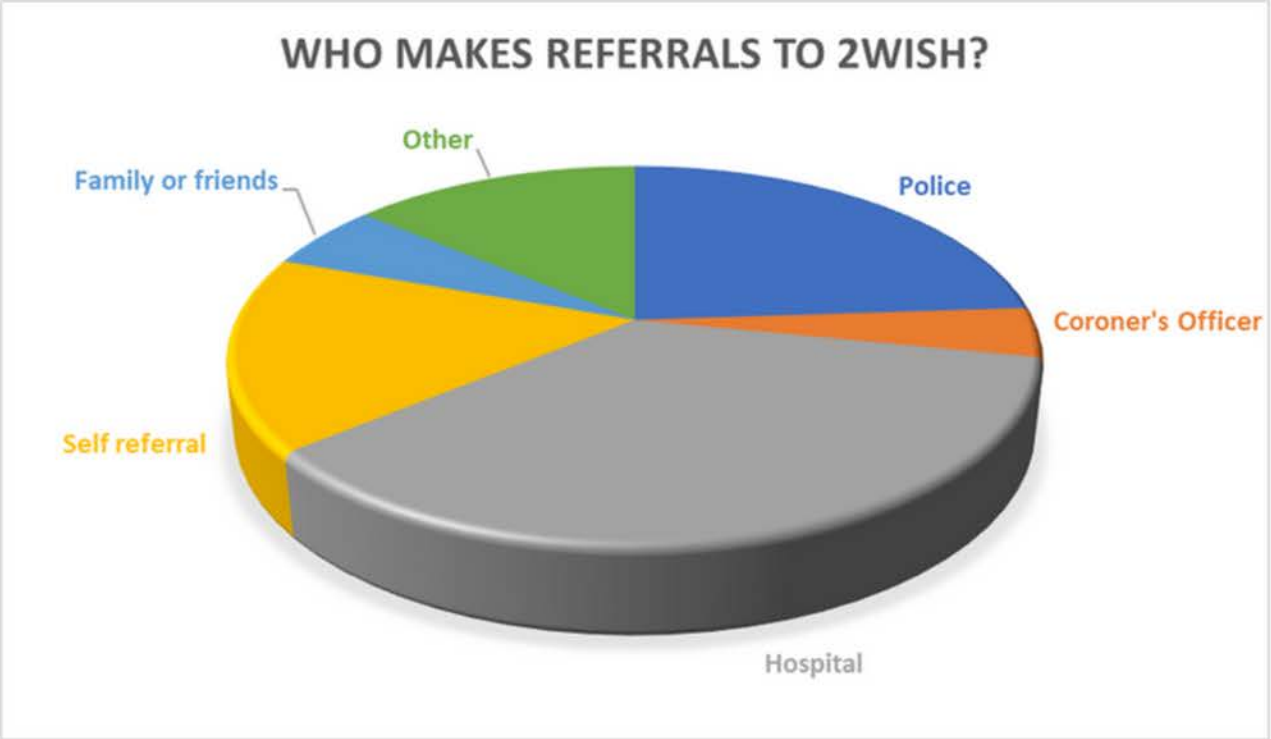
· Since service delivery began, we have received 7,952 referrals into the charity supporting approximately 6,313 individuals.

· 66% of referrals accepted the offer of a home visit from their Immediate Support Coordinator within the first two weeks of being referred.

· 97% of families were contacted within 48 hours. The remaining 3% were contacted within the time period requested by the family.

· 36% of referrals received were for females and 64% were for males.





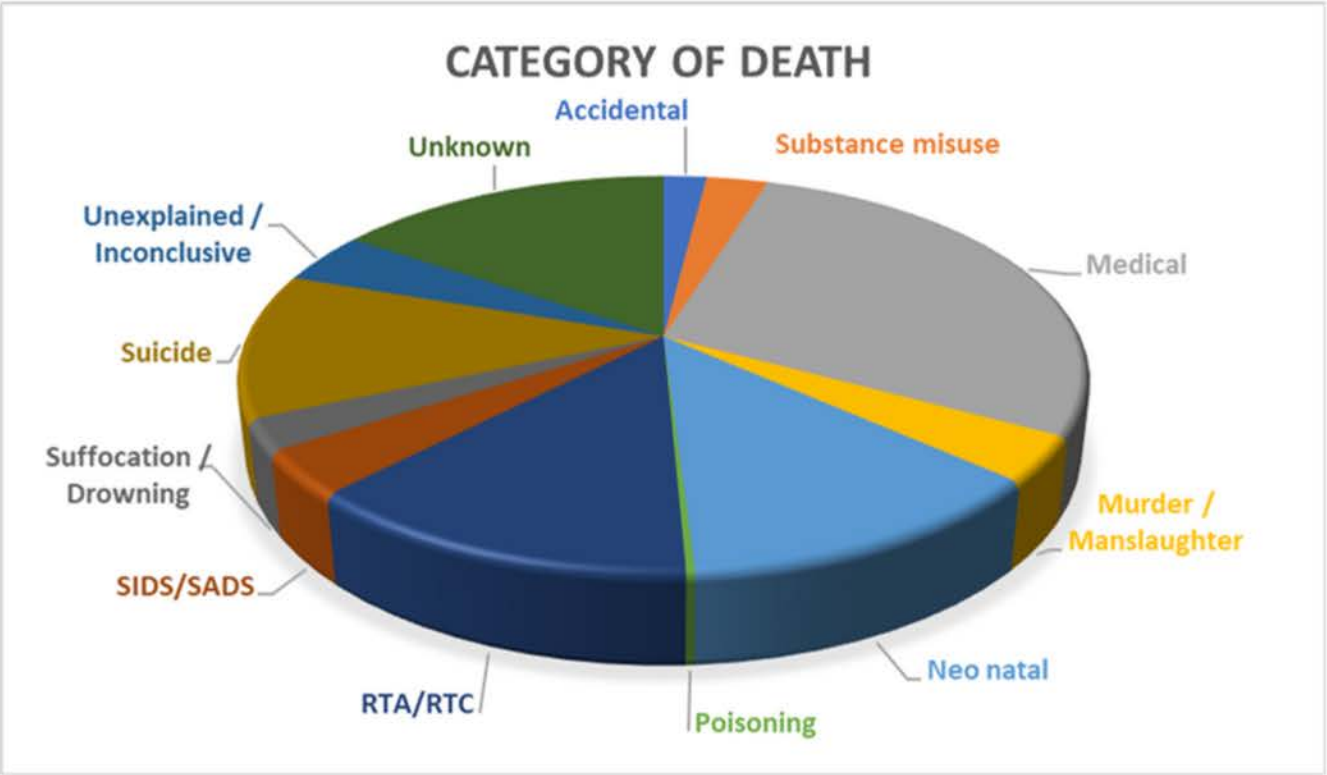
Our main referral partners continue to be hospitals and police forces. We have worked hard to embed our service and ensure that, with their consent, families are being referred directly into the charity by a professional.

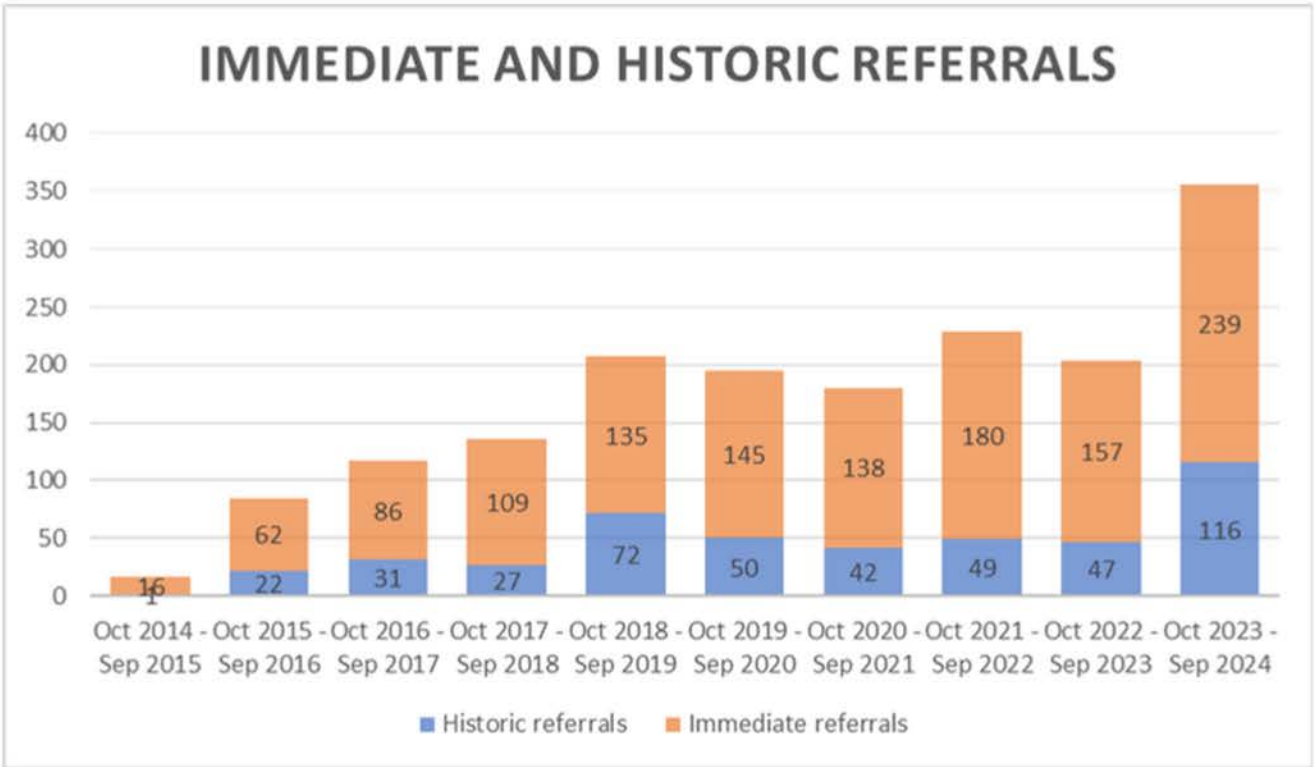
This approach allows for seamless support and relieves the pressure of an individual having to trawl the internet searching for an organisation that may, or may not, be able to support them.

· 36% of referrals came from the hospitals, 24% from police officers and 4% from Coroner's Officers.

· 16% referred themselves and 6% were referred by a friend or family member.

· The remaining 14% were referred by others including GPs, Counsellor, College or University, Health Visitor, Charity or a Mental health service.





· 66% of referrals received in the financial year 2023-24 were immediate death referrals, and 33% were for historic deaths.

· We have provided 4,208 sessions of Counselling, 499 sessions of Play Therapy and 1,201 sessions of Complementary Therapy in twelve months from October 2023 - September 2024.

Expansion

On 2nd January we launched our service into phase one of England! Service delivery across phase one areas include Cheshire, Shropshire, Herefordshire, Worcestershire, Gloucestershire, Avon and Somerset.

The later half of 2023 laid the foundations for the service by developing relationships and raising awareness with future referral partners, recruitment of a new support team to deliver the service and expanding the existing team in departments such as finance, HR and marketing to ensure we had capacity within the teams and were able to successfully launch into England.

We developed relationships and raised awareness with our primary referral partners, namely hospital and police forces, across the seven counties of expansion including 18 hospitals all with an A&E, 4 police forces, and many existing third sector organisations to encourage joint working and a positive reception to the expansion.

We employed seven staff to deliver the service in phase one of England, a Bereavement Services Manager, four Immediate Support Coordinators and two Counselling and Support Outreach Coordinators, and trained them ready to start delivering the service.

Since the launch of our service, in the first nine months, we have received 150 death referrals of children and young people, 45% of which were received from hospitals and police forces, supporting 693 individuals.

We have developed the fundraising team in England by recruiting a Fundraising Manager and two Community Fundraisers, we have points of contact within all hospitals and police forces and have met with many local and national third sector organisations.

Service delivery in England includes memory boxes, immediate support, counselling, complementary therapy, play therapy, coffee mornings, access to our respite house and, from the second half of the year, will bring a focus upon further developing the service to include support events and professional coffee mornings for our referral partners.

Community fundraising momentum is building as the community continues to be nurtured and develop. We have received commitment from the Cheshire Police and Crime Commissioner for the next two years and are focused upon income streams to support the continuation of phase one as we look to expand into further phases.

We continue to provide our service in Wales and funding from the Valour Foundation over the past eighteen months has allowed us to stabilise that arm of the organisation. Hard to fund roles such as our Deputy CEO, Head of Fundraising and Community Fundraising roles have been part funded, as well as crucial elements to our work, such as the website and advertising costs.

We are thrilled with the progress made to date and are excited for the future too. We have taken the first, and hardest, step, and have a successful template to develop with confidence further afield in line with our funding proposal.

Support (England and Wales):

On 2nd January 2024, 2wish expanded into phase one of ten phases into the border counties of England and Wales, namely Cheshire, Shropshire, Worcestershire, Herefordshire, Gloucestershire, Avon and Somerset.

For the period of October 2023- September 2024 we received 205 death referrals in Wales and 150 in England. Totalling 355 referrals, with a reach of support to 1,639 individuals.

Over the last financial year we have supported 882 individuals through counselling or therapeutic services, and complementary therapies. This has been made up of;

353 counselling referrals in Wales and 133 in England
204 complementary therapy referrals in Wales and 121 in England. These are a mixture of support including massage, reflexology, reiki and aromatherapy.
58 children under the age of 12 were referred for play therapy in Wales and 13 in England.

We have supported 39 families through a weeks' break at our respite house, 'Ty Uchaf'. The feedback from this service has been exceptionally positive with families able to rest, relax and reconnect as needed.

89 coffee mornings delivered across Wales and phase one counties.

93 professionals supported following the death of a child or young person. 38 of these in Wales and 55 in phase 1 of England.

Fundraising:

We were delighted to be the headline charity for the Front Runner, Great Welsh Marathon, held in Pembrey and the In It Together Festival, held in Margam Park, Bridgend for the second year running. This provided an incredible awareness opportunity for 2wish.

We successfully recruited the fundraising team for phase one, overseen by the Head of Fundraising, who oversees both Wales and England fundraising teams.

We raised £26,577 from our annual Little Ball of Hope, and were delighted to be joined by Valour Foundation, Co-Director, Steve Hayden and his wife Michelle.

£39,000 raised in England in 2024 so far. £13,000 of this came from a family supported by the England support team. They organised a month-long campaign and challenged friends and family to join them in running 5k a day everyday in May! The family continue to raise funds for 2wish.

Marketing and Communications:

Our launch campaign, 'Talk2Us' kicked off on the 27th of February 2024 marking our official launch into phase one of England.

We have delivered some powerful campaigns including:

- Our annual ViloMay campaign held throughout the month of May. ViloMay is a play on the word, 'Vilomah', which is a Sanskrit word that means against a natural order. It's used to describe a person whose child has died.

- Let's Talk BereaveMENt - A campaign to raise awareness about men's grief and how we can best support men through their grieving process.

We developed our social media platforms and now host two accounts for each platform, namely 2wish and 2wish Cymru.

Jac's Story

On Sunday the 12th of November 2023 my son, Jac Walters was tragically taken from me as a result of a road traffic collision.

Jac and I lived in West Wales and as he grew older it was becoming clear that the opportunities for him to find a job and career were difficult. We were in the process of looking for a new home near Bridgend, where there would be much more opportunities for him.

Jac enjoyed working with cars and body work and a family member had been making enquiries at a local Audi Garage for him. We were both looking forward to a fresh start and we had everything to look forward to.

The day before the collision is a day I will cherish for the rest of my life. Jac and I spent a lovely day shopping, Jac spending his birthday gift vouchers early, something that I give him each year. We had a bite to eat, sat in the car by the seafront for a little while chatting and listening to some of Jac's music he'd produced. Later, we spent time with Jac's close family at their caravan playing games and watching a Christmas film. We made these lovely memories before Jac said he may be going to a music event later that evening.

Later that evening, I was watching television and Jac came in to say goodbye as he was going out to a music event. I was weary about him going as I'd heard there had been issues on the M4 motorway and I asked him not to go. Jac reassured me that everything would be fine, he gave me a kiss and said goodbye.

The following day I was in work when I was approached by a police officer and received the worse news a mother could ever hear. From this moment every element of my life changed, physically, socially, emotionally, financially and mentally. That day I not only lost my son, but I lost my best friend as well.

Soon after losing my darling Jac, I had to endure my first Mother's Day and birthday, which followed each other, without him. I cannot find words to describe the overwhelming pain and despair I felt dealing with the reality that I would never again share any precious moments or milestones with my son.

Being part of a very large family and given that Jac and I have a very large circle of friends, Jac's loss has broken so many hearts and will remain the same forever.

Before the collision I was an independent and confident person. I always had a job, even when Jac was only 5 ½ months old. I worked in a small family run clothes and gift shop and dealt with customers and members of the public on a daily basis. I enjoyed socialising with friends and family. I ran our home, organised day to day life, paid the bills and did everything I could to support our family.

Now I have panic attacks and suffer with anxiety. My emotions overwhelm me, my chest feels tight, and it feels like I'm having a heart attack. The thought of having to go out in public makes me anxious and panicked. I worry about seeing somebody I know who isn't aware of what's happened to Jac.

I get embarrassed when I get upset when having to explain what happened. The thought of re-living this over and over again is too much. It has affected my normal day to day activities like going shopping and making appointments. It's incredibly hard and sometimes impossible just to step outside the house.

I have been diagnosed with anxiety and depression and am now medicated. I hate the fact I must take tablets just to get through the day but unfortunately, it's something I've sadly come to accept.

I have also received complimentary reflexology treatment through the charity, 2Wish, which have helped me greatly. My lifestyle has changed, and I now spend a lot of time at support groups speaking with other people who have had to deal with what I'm going through.

Jac's death has left me asking myself what I have done to deserve all this hurt and pain. I've always tried to do the right thing and help people. I've always worked hard. I constantly think about the what if's and what could have been if things had been different.

Losing Jac has affected every part of my life and things will never be the same again. It has left me heart broken and I miss him every day.

Working in Partnership

Celebrating Corporate Support in 2023-24

The financial year 2023-24 saw many exciting developments for 2wish, with corporate partnerships playing a vital role in the charity's continued growth and success. Thanks to the generosity and commitment of our corporate supporters, we have been able to expand our reach, introduce new initiatives, and enhance our fundraising efforts.

March 2023 marked a milestone with the introduction of our first-ever International Women's Day (IWD) event, held at the stunning Llanerch Vineyard. Over 150 guests gathered to celebrate and hear from an inspiring line-up of speakers, including Rhian Manning, our CEO, Amy Wadge, the acclaimed singer-songwriter behind hits for Ed Sheeran, and Nia Jones, the accomplished Welsh netball and football star. This landmark event was made possible by the generous sponsorship of Hugh James and Quinn's Training, demonstrating the growing corporate support for our initiatives.

In January 2024, we launched another exciting new event, the first-ever '2 Miles for 2wish' challenge, with MPS Healthcare as the headline sponsor. This initiative encouraged people to get active in the new year, with over 150 participants taking part and raising in excess of £14,800 to support bereaved families.

Corporate partnerships also played a key role in expanding our Business Ambassador Programme, launched in April 2024 with founding members Jenine Gill and Rebecca Rees. This programme continues to grow, enabling us to strengthen connections within the local business community and beyond.

The introduction of our 'Meet the Neighbours' events has further enhanced engagement, allowing businesses to network while learning about the vital work of 2wish.

Gareth Rees - Corporate Partnership Fundraiser at The Valero golf tournament

International Women's Day - Llanerch Vineyard

May 2024 was a standout month. The annual Little Ball of Hope returned with headline sponsors Hugh James, NFU Mutual Llantrisant, and support from HSBC match funding, making it a resounding success.

In June 2024, we hosted our Paul Burke Memorial Golf Day at the stunning Glamorganshire Golf Club, where new sponsors Turley and Hensol Golf helped us break our fundraising record, raising an incredible £14,800.

June also saw us selected as the chosen charity for the prestigious Valero Benefit for Children Golf Day, where golfers from all around the world participated, collectively raising over £1 million for charities, and helping further increase the visibility of 2wish on a global scale.

Looking ahead, we remain dedicated to building and strengthening corporate relationships to ensure that 2wish can continue to provide essential support to families experiencing the sudden loss of a child or young adult. We extend our heartfelt gratitude to all our corporate supporters, sponsors, and partners who have contributed to making 2023-24 such a successful year.

Together, we are making a difference.

Ruby's Story

Ruby was an identical twin and was born 9 weeks early due to a condition called twin to twin transfusion, her sister Chloe was sadly born sleeping. Ruby was a fighter from the start and after 6 weeks in special care she came home, weighing a tiny 5lb

Ruby was just 17 when she passed away, she was just a beautiful young lady inside and out. Ruby was a loving daughter, sister, girlfriend and wonderful friend to many. Ruby was at Hartpury college studying Sports and Exercise science and part of the Hartpury netball academy.

Ruby was a keen netball player and avid Rugby supporter. Ruby would spend most weekends playing netball for her local club Stroud Ladies, watching Gloucester Rugby and on a Sunday watching her boyfriend Theo playing, no matter the weather!

Ruby was even a mascot for Gloucester Rugby when she was 7, a memory we will treasure forever. Ruby had just been accepted into all 4 Chiropractic institutes to start achieving her dream of being a Chiropractor, but sadly her life was cut short so suddenly and tragically.

On the morning of the 22nd March it started as a normal day, Ruby moaned as there was no orange juice left, before starting to put her shoes on to go off to college. I soon heard Ruby breathing very heavy and at first thought she needed her inhaler, but quickly realised something was wrong, so I phoned for an ambulance. The next 20 minutes went past in a blur and soon we had 4 paramedics, a doctor and air ambulance team all in our front room. Ruby had collapsed very suddenly and needed multiple CPR to stabilise her to a point that she could be moved.

Ruby was rushed to Southmead hospital where after tests we were told she had suffered a stroke due to a blood clot on her brain and a large clot on her lung. Despite 2 operations and many procedures we were told that Ruby wasn't going to survive and just after midnight our little girl was gone.

Twelve months on now and we still don't know why a healthy and fit daughter had such large blood clots with no symptoms. Although we may not get those answers, we hope that we do, so it may at least help prevent such tragedy happening to another family.

After that horrid day we felt like we were living a daily nightmare, with the whole family was completely lost, until a week later a friend from school who now lives in Wales asked me if she could send me details for 2Wish. Although unsure of how this would ever help, we made contact and into our lives walked Rachel. It instantly felt as if Ruby had sent Rachel to us.

We soon received a call from 2wish and the first meeting was arranged. The first time we met Rachel (our immediate support coordinator) it honestly felt as if someone had just walked into our lives and wrapped us in their arms. Her comfort and understanding is indescribable and the support she has provided (with her colleagues) to our whole family is immeasurable. We have met a guardian angel and consider Rachel as a good friend. We look forward to her visits, conversation and hugs and are so so grateful to our friend Louise for thinking of us and 2Wish.

Their support has extended beyond our immediate family including Ruby's boyfriend and her close friends. They really do go above and beyond, at a time when you don't know which way to turn.

Without 2Wish I'm not sure how we'd be navigating the new norm we find ourselves living.
Since Ruby left us, Ruby's brother, Toby, her boyfriend and a group of friends have all completed the Stroud Half marathon in her memory, we have hosted a quiz night at our local and had a raffle all raising money for 2Wish to try and thank them as much as we can for the support we have been given.

We have now raised an amazing £10,800 and we will continue to raise more money in the future to keep her memory alive and help 2Wish spread their support wider afield for those that suffer something so tragic.

Being part of the 2Wish family has helped us massively these last 12 months so anything we can do to raise awareness or raise money we will continue to do so
A massive thank you from us both

Jo & Neville Mills

Our Impact

Bereavement Rooms

Morriston Hospital - April 2024.

ITU matron, Helen Thomas, was joined by staff members for the unveiling.

She said: "We are extremely grateful to 2wish Cymru".

"It will make a huge difference to our families, having somewhere nice, serene and comfortable to come. They spend a lot of hours sat out here, unfortunately, while we are trying to save their relatives".

"Sometimes that's not possible and they have to come to terms with that news here. Just to have pleasant surroundings, just to make it even a little bit better, in the worst time of their lives, is appreciated".

2wish have now designed fifteen bereavement rooms across Wales including:

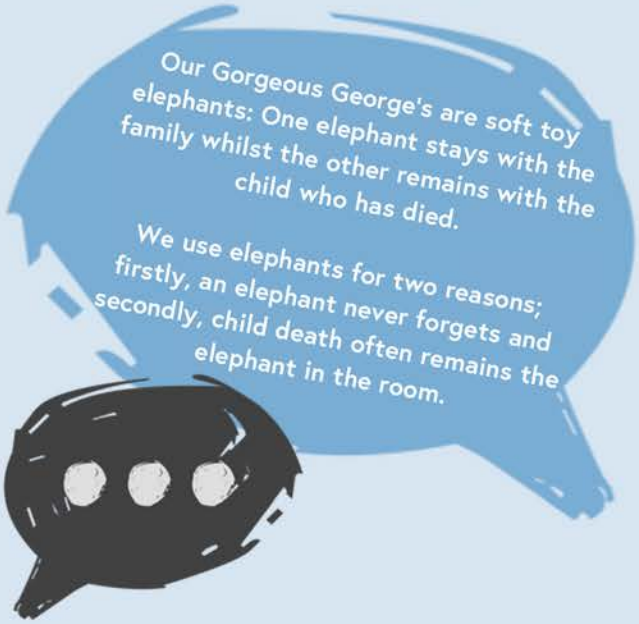
- University Hospital of Wales – Accident and Emergency, Cardiff and the Vale
- University Hospital of Wales – Paediatric Critical Care Unit, Cardiff and the Vale
- Prince Charles Hospital, Cwm Taf Morgannwg
- Royal Glamorgan Hospital, Cwm Taf Morgannwg
- Princess of Wales Hospital, Cwm Taf Morgannwg
- Royal Gwent, Aneurin Bevan
- Nevil Hall, Aneurin Bevan
- Coroner's Office, Cardiff and the Vale
- Ysbyty Gwynedd, Accident and Emergency, Betsi Cadwaladr
- Morriston Hospital, Acute Paediatric Unit, Swansea Bay
- Ysbyty Glan Clwyd, Accident and Emergency, Betsi Cadwaladr
- Princess of Wales Hospital, Accident and Emergency, Cwm Taf Morganwg
- ITU at the Grange
- Prince Charles Merthyr Paeds
- Morriston Hospital, Accident and Emergency

Memory Boxes

Every Emergency Unit, Intensive Care and Paediatric ward across Wales and service areas in England stores our memory boxes to give immediately to families once their child has passed away. Boxes are also provided to siblings and additional family members.

One of our main charity aims is to ensure that families who have lost a child or young person suddenly, are offered one of our Memory Boxes, which are stocked in every hospital throughout Wales.

We have spent £18,625.34 providing 532 Memory Boxes to families affected by the sudden death of a child or young person.



The Memory Boxes contain carefully selected items, including the following:

- Organza bags for locks of hair.
- Inkless hand and footprint kits.
- Two Gorgeous George elephants.
- A votive candle.
- Forget-me-not seeds.
- Tissues.
- Pen and note paper.
- Small star pendant.
- A support pack of information about our services and a 'When Your Child Dies' booklet of practical guidance.

Families can add their own special pieces to the box if they wish, or safely place it away until they are ready to look inside.

Immediate Support

2wish offers immediate support after the sudden and unexpected death of a child or young person aged 25 years and under. With consent, a professional will pass on the person's details, and they will then be contacted by telephone within 48 hours of the referral by one of our Immediate Support Coordinators.

When making the initial telephone contact, the Immediate Support Coordinator will arrange a home visit with the family as soon as possible and assess the individual needs of the person or family they are supporting. Our Immediate Support Coordinators are there to help individuals understand the processes that happen following sudden death, provide emotional support, and help in any way they can. Immediate support is provided for as long as risk and need are present.

Of the 355 deaths from 1st October 2023 – 30th September 2024, 116 were historic resulting in 239 families requiring immediate support.

97% of families have received an initial support call within 48 hours. The remaining 3% had a call outside of this time frame as requested by the professional or individual referring into the service.

I am always thinking of you and will never forget your help and support. You helped us through the darkest days. Thank you.

A message received on Christmas day to one of our ISC's

Ongoing Support

Over time, we see individuals gain more independence and the immediate support comes to an end. The Immediate Support Coordinator will inform individuals about other ways they can access ongoing support through 2wish, should they need it.

The ongoing support is not time limited, allowing access any time after the death of a child or young person. We do not put a timeline on grief and our services can be accessed at any time, whether the death happened yesterday or twenty years ago.

Counselling

Counselling doesn't aim to hurry the process along; it supports people as they grieve, in their own way and in their own time. 2wish provide funded sessions of 1:1 counselling with a local, qualified, BACP registered counsellor.

This service can be accessed as an individual, a couple, or as a young person. 2wish can also offer counselling sessions via instant messaging or over the phone if preferred.

2wish now has 376 counsellors, complementary therapists and play therapists recruited at 2wish that we work closely with to provide an extensive service to those who need to access our support.

It really is so good that 2wish don't just give up on people if at first, they're not ready for support because today was invaluable and so, so needed in a small place like Pembs

It was a real struggle to leave the house for my complimentary therapy session but I'm so glad I went because I feel so much more relaxed

Thank you so much! I've really enjoyed the massages I've had so far. Feels nice to actually relax and feel some peace for a change. I feel like I wouldn't be where I am now without 2wish so thank you so much.

Complementary Therapy

2wish offers a range of complementary therapies including reflexology and massage. These services can have calming, soothing, and rebalancing benefits, effective for treating stress, anxiety, and insomnia. As well as the physical symptoms linked with grief. Complementary therapies can be used solely or combined with counselling.

Support Events

Regular support events are held throughout the year and are tailored to the relationship and location of those we work with. Our events offer the opportunity to enjoy new experiences whilst coming together with others who understand the journey of bereavement and loss. Across Wales and England we delivered 15 support events including:

- Jewellery workshop
- Christmas wreath-making
- Alpaca experience
- Meditation and breath workshop
- Sound Bath meditation
- Men's online forum
- Canal boat trip

Coffee Mornings

Our coffee mornings offer emotional support by providing a safe, welcoming space to share experiences of bereavement and connect with others who understand the impact of grief. These events foster a sense of community reducing feelings of isolation and offer comfort through shared stories and mutual understanding. The informal settings allow families and friends to talk openly, seek advice and form relationships with others who truly understand.

- We have delivered 89 coffee mornings across Wales and phase one England

Ty Uchaf is a beautiful respite cottage, situated just South of Caernarfon in North Wales, less than 30 meters from the beach. The cottage is available for families, professionals and others to have quality time away to rest, reflect or reconnect.

Guests can choose to engage in local attractions, or simply appreciate the natural beauty of their surroundings, spending quality time with loved ones, or much-needed time alone.

39 families enjoyed the beautiful cottage at Ty Uchaf during the period 1st October 2023 - 30th September 2024.

What our families had to say...

"Geraint and Fiona are incredible people to offer this special place for others to share. They were so welcoming and helpful."

"The atmosphere there was so calming and regenerative, we've come away with renewed strength to deal with what lies ahead for us."

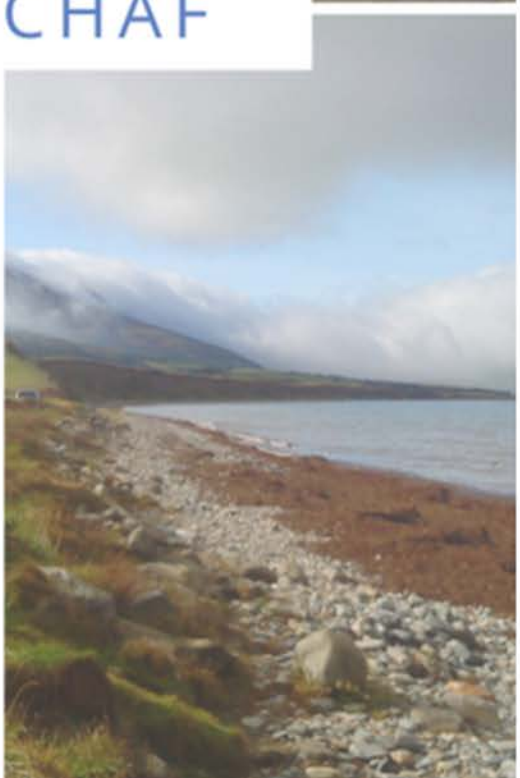
"We have many scenes of the beautiful surroundings imprinted in our minds that we can use to carry us through the "dark days" when they come."

"Thank you all again and we hope to bring the children to Ty Uchaf as soon as we can."

"We are having an amazing time at Ty Uchaf and don't want to come home.
I wish we could stay for ever."

"We had the most amazing stay at Ty Uchaf and just wanted to pass on our thanks to you and everyone at '2 Wish" for making it possible."

TY UCHAF



Gogledd Cymru

Children and Young People

2wish offers support for children and young people when they've lost a sibling or friend who was a child or young person. With consent from a parent or guardian, our Children and Young Person Coordinator and/or Immediate Support Coordinators will provide emotional and practical support to siblings, relatives, and friends.

We understand that sometimes young people feel isolated in their grief and may struggle with difficult emotions or feel alone. We offer a safe space for them to speak privately with one of our friendly team about their feelings, emotions, and anything else they wish to talk about.

We hold regular support events giving children and young people the opportunity to enjoy new experiences in a safe environment and meet others who have experienced a similar loss. 2wish also help schools, colleges and universities with bereavement support which can be provided through bespoke workshops, group, and individual sessions.

Play Therapy

Play Therapy is a form of psychotherapy that uses play to help children deal with emotional and mental health issues. By using play and creative techniques, children are able to explore their feelings and thoughts and begin to process and understand muddled feelings and upsetting events.

Play Therapy is suitable for children aged 4-12 years old. All of our Play Therapists are BAPT or PTUK registered.

"Although we support families and children that have been affected by the sudden death of a child or young person, I realise that a huge proportion of those children have pre-existing mental health issues.
Nicola Watts - Children and Young Person Coordinator - 2wish

Children and Young People Events

We hold regular support events giving children and young people the opportunity to enjoy new experiences in a safe environment and meet others who have experienced a similar loss.

Some of the events include:

- Pottery Painting afternoon
- Climbing Centre adventure

Chester Young Person (YP) Group

Held on the first Saturday of each month, in partnership with Emerald Therapies Centre, 2wish offers 15-24 year olds who have experienced the sudden or unexpected death of a friend, family member or partner to come together in Chester. During each session 2 counsellors are present and available for 121 support if needed.

Each month the group takes part in different therapeutic activities ensuring the session is accessible to all and meets various creative and active interests, creating a safe space for young people to talk and access peer support.

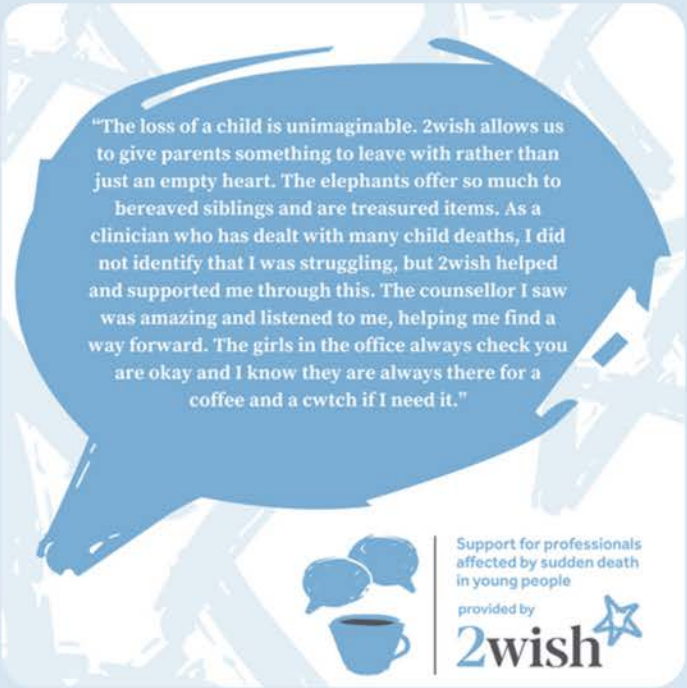
Support for Professionals

It may be assumed that because of someone's job role, that they may encounter death, it won't affect them and that it's part of the job and they 'used to it'. However we know that this isn't necessarily the case - it could be immediate or it may take days, weeks, months or years, but the feelings of grief may catch up with that person.

Professionals such as funeral directors, GPs, teachers, sports coaches, health visitors, legal teams and so many more who have to deal with child death as part of their working lives, but may never have received support or training in how to best support the loved ones they come into contact with.

In 2016, we officially extended the offer of support to professionals from any sector who, at any point in their career, have been affected by the sudden and unexpected death of a child or young person.

We are able to offer support in a number of ways, all of which are confidential and arranged by 2wish. We strive to work with professionals to ensure that we can offer support in a way that fits with work commitments and daily life.



Marketing & Comms

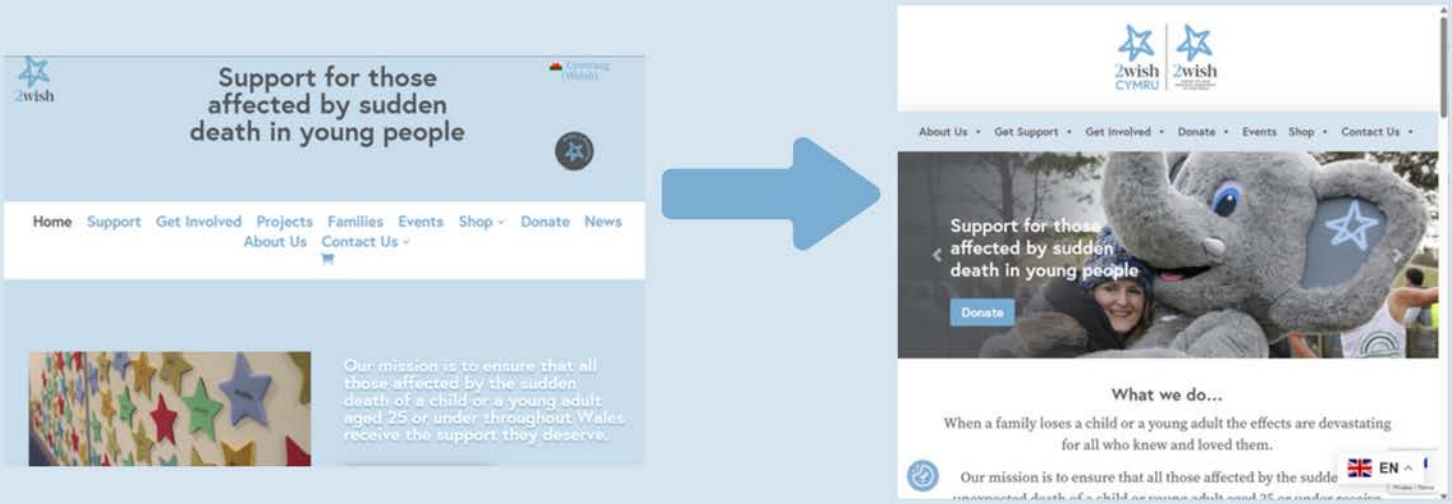
New Initiatives

Expansion Launch

On the 27th Feb 2024 we officially launched our services into England and supported this with a big launch campaign 'Talk2us' on the same day.

Working with Cardiff marketing agency Orchard on the media buying and creative, and Church Village based PR agency Front Door Communications, we delivered a multi channel campaign that incorporated radio and paid social media, out of home (also known as outdoor advertising, refers to billboards, signage, or other highly visual, highly impactful media displayed in public spaces people walk past and drive by every day) and public relations to amplify our launch had a combined reach of over 3 million.

On this same day we launched a brand new website, drastically improving loading speeds, usability and structure for our visitors.



Enthuse: A Ticketing, Events and Fundraising Overhaul.

December 2023 saw the onboarding of popular fundraising platform Enthuse. This development has enhanced our ticketing process and events communications, integrated our fundraising process into our ticketing, increasing the likelihood of registrations proceeding to raise funds, and opened up virtual events opportunities like our '2miles for 2wish' which has become a regular fixture in the 2wish calendar.

A Growing Team

The marketing team grew by one, as we welcomed our Social Media Assistant Rose in May 2024. A dedicated Social Media Assistant has allowed us to manage our social media internally, alleviating the need for external support. This has had a profoundly positive impact on the charity, as we can now better manage the organisation's comms needs, develop a social media strategy and create far more engaging content.

As we've expanded and become more active in each of our phase one expansion areas, it's been all the more important to have Rose on board to manage our output across England and Wales, as this would not have been achievable without her.

Campaigns

We ran a series of awareness campaigns throughout the year, highlighting a range of topics to drive uptake in support, as well as funds and revenue.

- 2wish Star Appeal: Oct - Dec 2023
- Talk2us (England Launch campaign): Feb 2024
- Children's Mental health Week: Feb 2024
- 2wish Walks Offa's Dyke to celebrate England expansion: Apr 2024
- Vilomay: May 2024
- Let's Talk BereaveMENt: Jun - Jul 2024

Events Marketing

The team supported 15 events in the form of ticketing, digital and physical marketing, event literature, audio visual and live coverage.

Marketing Summary:

Numbers at a Glance

Social Media

Pages and Profiles Reached

3,809,070

Website Pages Views

89,000

Website Unique Visitors

24,000

Pieces of Press Coverage

546

Fundraising

We are continually inspired by the incredible generosity, creativity, and energy that our community pours into fundraising efforts. Whether through bake sales, sponsored challenges, community events, or acts of kindness, each fundraiser—big or small—makes a meaningful difference and helps drive our mission forward.

We'd like to extend our heartfelt thanks to every single person who has taken the time and effort to get involved. Your support is truly invaluable. Of course, we can't possibly include details of every amazing fundraising activity undertaken—so here are just a few highlights that showcase the spirit and dedication of our supporters.

Across July and August, Trevor took on the monumental challenge of cycling all the way from John O'Groats to Lands End, to raise funds and awareness for 2wish Cymru. Trevor also did this In Memory of six boys from South Wales; Joe Daniels, Rhys Jones (aka Butters), Ben Thomas, Ryan Gibbons, Lewis Davies, and Trevor's nephew, Ryan Hamer.

Not only did Trevor absolute smash the cycle, he also came all the way from New Zealand to do it too! Trevor raised an incredible £5,888 for 2wish Cymru, and wore his 2wish cycling top everywhere to raise awareness. It was an absolute pleasure supporting Trevor on his journey, and we really appreciate all the time and effort that he and his family and friends put into this amazing challenge.

On Tuesday 10th September, Chelsea and Lindsey set themselves the brave challenge of shaving their heads, In Memory of their Daughter and Granddaughter, Iris-Mae.

Not only did they shave their heads, but they also did this in front of a crowd in their local Tesco! Joanne and Libby were there on the day to support them and livestreamed the whole event- which reached over 25,000 views.

In total, they raised an amazing £1,161 for 2wish Cymru and so much awareness too. We are so grateful for all their support and effort, it means so much.

Joanne (2wish), Chelsea, Lindsey and Libby (2wish)

Chelsea and Lindsey

Community Fundraising North Wales

The North Wales Nutcracker Party - 14th December 2023
Money Raised: £1738
Corporate Sponsors: Worthington & Jones, Go Green, TSM, Dave's PAT testing service
Attendees: 74 people, including 2 families

Holywell Vehicle Show - 1st June 2024

This is the second year Carl has put on the vehicle show in memory of his Granddaughter Cadi.
The first year was for us and 2 other charities, this year he decided that all proceeds would go to 2wish Cymru.

April Awareness Month - 2wish-ful Journey Celebrating 6 years of service in North Wales

Money Raised: £2,822.59

What happened during the month:
Bayside Radio interview, Rhyl Library Awareness Stand, Quiz Night at Kite Surf Café, Walking Offa's Dyke, Bake sale at W&J Wrexham, Information stand at Wrexham University, Bangor Walk. Cycle in Asda Morrisons, Awareness stand in Prestatyn Library, HD professional cleaning In Aid of Event - Buckley, Holywell Library Awareness Stand and Tealights at Wrexham Hospital

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First North Wales Young Ambassador - 26th June 2024

Oliver and his family have been supported by 2wish since 2021, and they have been the most wonderful volunteers in North Wales.

Oliver has been an amazing help with awareness stands, our static bike cycles in supermarkets, and assisting with Gorgeous George. He is always eager to participate in any 2wish event, and he does so with a smile on his face.

Oliver's dedication doesn't stop there. He has also walked Snowdon to fundraise for 2wish Cymru and has more recently held a bake sale, raising over £250. Oliver's contributions and his positive attitude have been invaluable to our efforts in North Wales.

We are deeply grateful for his unwavering commitment and the incredible impact he has made. Because of this, we decided that Oliver will be our first young ambassador for North Wales!

When Oliver was presented this, he couldn't have been happier. He's already talking about what he can do to help grow an amazing Young Ambassador community.

Friends of Josh ran the Chester Half Marathon and raised £1450

The family of Eleanor Aldred Owen organised a fundraising event and raised £2269.72

The family of Kai Davies organised a walk up Snowdon and raised £3177

Family of Chloe Bidwell completed a skydive which raised £3,580.26

Fundraising in England 23 - 24

Our fundraising journey in England began in 2024, where Head of Fundraising, Daisy Magill completed outreach to each of the bordering counties, this consisted of attending business shows, joining local business chambers and sourcing opportunities for us to share the 2wish story!

Recruitment began in February to hire the England Fundraising team. Milly Wheeler, Fundraising Manager joined the team in March 2024.

The recruitment of the regional fundraisers took longer than anticipated, with the Regional fundraiser role for Gloucestershire, Somerset & Avon, Naomi Willingham joining us in July 2024.

Community fundraising has been a key source of income that we saw in the first year of operation. This is a testament to the support received by people in the border counties, and them seeking ways to give back to 2wish and memorialise their loved ones.

Nick Trenchard

Harry and Bex Foster

Sam Davis

Spotlight on Barry's Fundraising Journey

Barry Curtis, together with Michelle, his friends and family has taken on the inspiring challenge of climbing the highest peak in every UK county to raise funds for 2wish, in loving memory of his daughter Lucy. Here is Lucy's story, shared in Barry's own words.

Our Daughter Lucy passed away on New Year's Day 2024 at the age of 17. The months since have been so very difficult.

Christmas was a great day, full of fun and laughter. Lucy was very impressed with a life-sized Harry styles cut out that we had chosen for her (Lucy and some friends had seen Harry twice last summer). Lucy loved music so much and last year she went to loads of concerts.

She also had tickets to see Taylor this coming summer she had bought with her money from working as a barista at a local café. Coffee, was again something that Lucy was a big fan off, but it had to be good! She was the most fantastic barista, she excelled in everything she did.

On Boxing Day, we went for a dog walk together. In October, Lucy had convinced us that a puppy would be a good idea! She found "the one" a cocker spaniel crossed with a retriever, Rosie aka "the golden dog!"

24 hours later Lucy was in the ICU. On New Year's Day our world crumbled when we were told that there was nothing more that they could do. Lucy was an organ donor, she had signed up twice, once before a trip to New York in Feb 23 and once when she applied for her driving licence. This gave us a couple of extra, precious days.

Knowing that Lucy signed up twice to organ donation was very humbling. It saves lives. If you can then I would urge you to also sign up and talk to your family about your wishes.

During this time I had a call from Rachel and a charity I had never heard of asking if she could see us, I can't be sure, but think I said something like "if you want" and left it at that.

Shortly after Rachel arrived from 2wish - we all warmed to her really quickly. We were in such a state of shock, but it was lovely to be told that Rachel was there for us, as were all of 2wish.

Over the coming weeks, Rachel visited often, it gave us something in our diary and someone to talk to, who understood. We have spoken, laughed and cried together. Even the dogs look forward to seeing her arrive!

Since Lucy died, we have attended 2wish events and coffee mornings, met the 2wish team and other parents. No two stories are the same, however the feelings and loss are comparable, and we have found that there can be comfort in talking to others. In the coming months and years we will be raising money for 2wish in Lucy's name.

Lucy was the most kind, caring, loyal, intelligent, artistic young women who put everybody else before herself, even in her darkest moments. Lucy made such a difference to our lives and everyone around her. She will be remembered as the girl who changed things. We will cherish the 17 amazing years we had with Lucy always.

The Fundraising Team met with Barry and Michelle to support with their fundraising goal! Barry explained the challenge that he wanted to take on, walking the highest peaks of each county in England, Scotland and Wales.

Barry set an ambitious target of £30,000 with the aim to complete the challenge by the following year.

To help achieve this they have had support of friends, family and Barry's workplace to ensure that they reach the target.

The expansion continued to develop over 23/24, with a real focus on raising awareness, working collaboratively with the support team and working on engaging with local businesses in each of our areas to gain support.

Barry Curtis

Events

The year between October 2023 and September 2024 was a significant year of growth for our charity. The communities across the whole of Wales made an enormous contribution to our fundraising efforts.

We are so grateful to individuals, families, friends, and members of the community for supporting 2wish and enabling our service to continue for those who need us.

Elephant Dip
Sunday 22nd October 2023

Raised: £1,002.11

Christmas Soiree
Friday 1st December 2023

Raised: £3,531.14

2miles for 2wish
Throughout January 2024

Raised: £15,458.80

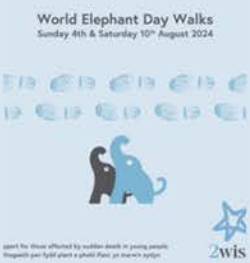
International Women's Day
Friday 8th March 2024

Raised: £5,477.62

Little Ball of Hope
Saturday 11th May 2024

Raised: £26,577.80

World Elephant Day Walks
Sunday 4th & Saturday 10th August 2024



Raised: £3,061.28

2wish is proud to be registered with the Fundraising Regulator. We are committed to the Fundraising Code of Practice.

Registered with FUNDRAISING REGULATOR

The Little Ball of Hope
Saturday 11th May 2024

The most anticipated 2wish event of the calendar took place on 11th May 2024 at ICC Wales, Newport. Kindly sponsored by Hugh James and NFU Mutual.

The event saw over 300 people attend and over £26,000 raised.

Our Little Ball of Hope has been such a special event for both 2wish families and supporters over the years and is a great way for us to thank those who have been involved with the charity for all their hard work and support.

It was, as always, an event like no other, full of love and hope as we remember our brightest stars and celebrate the work of the charity.

Volunteers, Ambassadors and Welfare Officers

From October 2023 - September 2024

- **117 Volunteers**
- **18 Ambassadors**
- **22 Young Ambassadors**
- **9 Welfare officers**

Thank you to each and every one of you!

Volunteers

We could not do what we do without their help and support. We have worked hard to build a community of volunteers and appreciate all that they do to support us.

There are many ways in which they get involved from bucket collections, attendings fayres and networking events with our awareness stand and our pop up shop, putting together memory boxes and support packs or helping out with office administration.

"Volunteering with 2wish has brought me so much joy. I love spending time with the fabulous volunteer team, we always end up having so much fun and I never leave a volunteering event without a smile on my face and a lovely sense of belonging.

I've met so many wonderful people and 2wish families throughout the different events." - Elinor Ridout

Ambassadors

Our charity volunteer ambassadors play a key role in raising awareness and support for 2wish through speaking and representing the charity in the community. They are passionate about our aims and objectives and highlighting the charities key messages.

Ambassadors help us by;

- Inspiring their communities, families, and friends to support the charity.
- Attending community fundraising events and cheque presentations.
- Giving presentations and talks in the community and at events.
- Attending 2wish events to lend a hand and cheer on our amazing participants.
- Promoting 2wish campaigns.
- Working with the community fundraiser to aid with research.

Generally, volunteers are invited to become ambassadors and we could not do without their constant love, help, and support.

Young Ambassadors

Young Ambassadors are the next generation of leaders and fundraisers for 2wish. They often come with first-hand experience about growing up through their most formative years, whilst also navigating their way through grief.
We're so proud to have so many young people volunteering for 2wish, representing the charity in their schools, colleges, and extra-curricular clubs.

Welfare Officers

2wish currently provide a team of trained volunteers (Welfare officers) to attend some major running events in Wales, to provide support to individual runners and their families in the case of an emergency.

Following the sudden death of two runners at the Cardiff Half Marathon in 2018, the charity was approached by Run4Wales and the idea of Welfare Officers was discussed. These officers, who have received training from us, attend the events representing 2wish and are on hand, placed at event control, to support in the event of an emergency.

Finance

Charity registration number 1168140

2WISH
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2024

2WISH

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2WISH

CHAIR'S STATEMENT

FOR THE YEAR ENDED 30 SEPTEMBER 2024

Chair's Statement

It is an honour and a privilege for me to write this Annual Report for the first time as Chair of this unique charity.

Firstly, on behalf of myself and my fellow board members I'd like to say a huge thank you to our outgoing Chair, Jo Foxall. In my tenure as Chair, I strive to be as attentive and skilful in the role as Jo was.

I have been involved with 2wish for a few years in one capacity or another and people often ask me how I would describe the charity. I could describe 2wish through its unique and inspiring mission to ensure that all those affected by the sudden and traumatic death of a child or young adult aged 25 or under receive the bereavement support they deserve.

I could describe it in numbers, e.g. through the staggering impact of having received 7,952 death referrals and as a result supported over 6,000 individuals since it started delivering its services in 2012.

However, when I answer this question, I prefer to describe what I see when I stand back, look and reflect on 2wish. A quote by Francis of Assisi that goes, "Start by doing what's necessary, then do what's possible, and suddenly you are doing the impossible." always comes to mind.

When I think of the journey 2wish has been on this is exactly what I see. In 2012 when our CEO Rhian lost her one-year-old son George and then just 5 days later lost her husband Paul, she did what she felt was necessary to ensure that anyone else in her and Paul's situation, at least locally, would be treated with dignity and have the support they deserved in their darkest of times. Through founding and growing 2wish Rhian found it was possible to support more and more people in more and more ways.

And now look where we are. Even just a few years ago it would have seemed impossible that 2wish could be supporting people across not just the whole of Wales but in 7 English counties as well.

This, then, is how I describe 2wish. An organisation that redefines the impossible to provide the support services it believes people deserve. It then executes these services brilliantly through the most inspiring team of people I have ever worked with.

This has been a momentous and defining year for 2wish. In January of 2024, for the first time, we opened our doors to services in England, specifically in the counties of Cheshire, Shropshire, Herefordshire, Worcestershire, Gloucestershire, Avon and Somerset, as the first phase of a planned multi-phase expansion program to cover the whole of England. This initial phase includes 18 hospitals and 4 police forces.

To the end of September 2024, in England, 2wish received 110 death referrals supporting 508 individuals, proving the need for its services in England and evidencing the huge body of work done by the 2wish team to prepare and deliver these services.

Growing 2wish from a Wales only charity to one that will provide support incrementally across an expanding scope in England alongside a non-negotiable commitment to ensure services in Wales remain intact, has meant transformational scale change. Key strategic focus areas included a salary structure for recruitment and retention, a scalable organisational structure, a strengthened governance model to ensure the charity grows safely, prudent financial controls for sustainable growth and fundraising to support service expansion.

2wish has its roots in a strong community of staff, volunteers, supporters and partners. Maintaining this community will be vital to our future success in bringing our critical services to those who need them across an increasing geographical scope.

Looking ahead, we're excited to build on the momentum and achievements of 2024. Our strategic priorities will include maintaining, strengthening, and growing our corporate partnerships while developing sustainable income streams through, e.g. grants and foundations and legacy giving. Community fundraising and events will remain strategically important both through the revenue they generate but also through the connection they create with the communities we serve.

2WISH

CHAIR'S STATEMENT

FOR THE YEAR ENDED 30 SEPTEMBER 2024

Other key focus areas include growing our excellent relationships with the Welsh Parliament out to the UK Government to help support our expansion of service provision into England.

Operational Efficiency will always be key to ensuring every possible penny raised will be spent on supporting families, professionals and anyone else affected by the sudden and traumatic death of a child or young adult aged 25 or under.

I want to thank my fellow board members for their wisdom and guidance. I am humbled by and thank our community of staff, volunteers, supporters and partners. Together, we are making a real difference to people whose lives have been affected in ways they could never have imagined. This is what drives us.

M Sayce
Chair

TRUSTEES' REPORT

FOR THE YEAR ENDED 30 SEPTEMBER 2024

The trustees present their annual report and financial statements for the year ended 30 September 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

Objectives and activities

The objects of the CIO are for the benefit of the public, the preservation and protection of physical and mental health of those in Wales and such other areas as the trustees may decide, who have suffered a bereavement of a child or young adult under 25 years of age by:

A. the provision of services including, but not exclusively, the provision of counsel support; and

B. the advancement of education and awareness of the public in relation to the effect that a bereavement or loss can have on families and others.

The charity's aims:

Following the opening of our first bereavement suite in 2013, 2wish has refurbished or established 15 bereavement suites in total. These rooms are an important facility and one that should be accessible to any family member in distress.

The rooms are comfortable and bring much comfort to families at such a difficult time. Welsh Government has agreed with the premises team that no emergency unit in any Welsh Hospital will be refurbished without consideration for such family facilities in the future. As we expand into England, we will be encouraging local government to issue similar guidance.

The charity works alongside 376 counsellors, play therapists and complimentary therapists to offer high quality service to suddenly bereaved families and others affected by the sudden loss of a child or young person. With a bank of play therapists established to support bereaved young relatives and friends, we are offering an excellent service.

With short waiting lists we are extremely proud of the difference we are making. 2wish has also established a bank of complementary therapists to offer those referred into our service an alternative to talking therapies.

There remain many families struggling across Wales. As an organisation it is important we continue to raise awareness so families are aware of the support we can offer. This involves multi-agency working and spreading our message so both professionals and families know about 2wish.

Helping to reduce the stigma in respect of mental health also plays an important part in our work. We feel early intervention could reduce the long-term effects of sudden bereavement and we are working with other mental health organisations to improve awareness and bring down barriers.

The staff comprises a team of 31 led by the CEO Rhian Mannings. The team consists of fundraising and events team, finance, and a support team, who work closely together to make a difference for bereaved families.

Public Benefit

2wish has worked hard to build successful relationships with police forces and health boards across all areas of service delivery and this has led to formal partnership agreements being developed. Families can then be discussed, safeguarding can be considered for both staff and families, and partnership working has shown that families receive the support they deserve.

This also means that as more organisations become aware of 2wish and the support we offer, an increasing number of families will be referred to the charity. The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

Based in South Wales, with staff in all service areas, the charity has gone from strength to strength in the last 12 months. As planned, 2wish expanded services across the border into England from January 2024. As well as securely recording family information, we regularly analyse this information, looking for trends or factors that may be contributing to sudden child death. We produce statistics to show where deaths occur, causes of death and other factors which we hope may help reduce sudden death in children and young people in the future.

- To raise awareness of our charity and the importance of bereavement support.
- To provide training for professionals including health staff and police officers.
- To provide immediate support for families following the death of a child or young adult.
- To provide support for anyone who witnesses a traumatic death of a child or young adult.

The charity offers a unique service, working closely with both health professionals and police forces. Every emergency and critical care unit in our service area have access to the immediate support pathway constructed by 2wish. The charity can receive a phone call minutes after the death if a parent consents, allowing our team to support that family. Between October 2023 and September 2024, we supported 355 families, the majority using our immediate pathway to access our support. Families can, however, access our services at any time during their journey through their grief.

The CEO, Deputy CEO and Support staff continue to deliver training sessions and conferences across the country to promote 2wish but also to discuss bereavement care in sudden and traumatic situations.

Many hours have been spent with police officers to discuss how to support families and the importance of a sensitive approach to families. Work has also been done with Emergency Unit and mortuary staff to highlight the work that the charity undertakes.

Support is available for those who witness the death of a child or young adult and for those working in professional services. The charity regularly receives referrals from police officers and GPs enquiring about support for those people who are not related to the individual who passes away. The charity is educating organisations about this pathway and the importance of supporting all of those involved in trauma and sudden loss.

Everything 2wish does follows the above aims and objectives. We work hard to benefit families and those affected by the sudden death of a child or young adult and, using these aims, we believe we are making a difference by helping families through the most difficult of times. Emphasis is on the immediate family consisting of parents and siblings, however, our organisation has developed the support available for everyone affected by sudden loss. Grief and bereavement affect everyone very differently, so it is important our staff are aware that these individual needs are met. Our services are always evolving and, by working with professionals involved directly with the bereaved families, our support has an incredible impact.

2wish continue to be proud of our achievements. It has been another busy period with the number of families being referred increasing, here are the figures for our financial year:

- 15 families in 2014/15
- 84 families in 2015/16
- 117 families in 2016/17
- 136 families in 2017/18 (109 immediate, 27 historic)
- 207 families in 2018/19 (135 immediate, 72 historic)
- 195 families in 2019/20 (145 immediate, 50 historic)
- 177 families in 2020/21 (135 immediate, 42 historic)
- 229 families in 2021/22 (180 immediate, 49 historic)
- 204 families in 2022/23 (157 immediate, 47 historic)
- 355 families in 2023/24 (239 immediate, 116 historic)

Each family can have multiple individuals needing help, fundraising has needed to increase to meet the demand. There have been many successful events and meetings to raise awareness and to highlight the importance of supporting suddenly bereaved families. Regular meetings continue between 2wish staff and important stakeholders. The response to our work has always been positive and has resulted in the development of several partnerships.

Without the support of police forces, health boards and other organisations, 2wish would not be able to support families. Our team has also changed over the last 12 months. The support team consists of eight immediate support coordinators working alongside six members of staff who coordinate the long-term counselling and support for the families. We have appointed a children and young person coordinator to offer a specialised service to young people affected by the death of their family member or friend.

Our volunteers engage in both our own events and in community events. There are over 166 volunteers, all of whom contribute and make a difference. Collaborating with the staff and volunteers is a growing group of counsellors and play therapists. These individuals work with our families and are paid by the charity to provide the care and support families require. The number of counsellors, play therapists and complementary therapists grows in line with referrals.

The support team meet regularly with them and working together is the only way we can provide the best service. Our events continue to be highly successful in terms of raising both awareness of the charity and funds. Many of our events combine fundraising with raising awareness, as well as being social occasions for the families we support. In this respect our fundraising, events and marketing team offer services beyond the normal remit of simply fundraising. Our events fulfil part of our aims and objectives too.

Financial review

	2024 £	2023 £
Income	1,976,417	1,907,905
Expenditure	(1,643,182)	(1,004,508)
Actual Operational surplus/(deficit) in period	**333,235**	**903,397**

The operational surplus above can be seen to be attributed to an unrestricted deficit of £31,742 and a restricted surplus of £364,977 (2023: unrestricted deficit totalling £1,195 and restricted surplus of £904,592). The charity made an unrestricted surplus on investments of £29,725 (2023: £298) during the year which resulted in a net unrestricted deficit of £2,017 (2023: deficit of £897). The unrestricted reserves as at 30 September 2024 totalled £514,947 (2023: £516,964), of which £131,540 (2023: £58,358) are free reserves (unrestricted reserves less intangible assets, less fixed assets, less designated funds).

Although the reported figures show a significant surplus in FY24, this funding is already committed to continue to support the work that 2wish does in Wales and drive the expansion of our services in England.

2wish has a current policy of maintaining reserves as outlined in our reserves policy. As awareness of the work of the charity grows, so do referrals which require support and therefore funding. The charity's plans for expansion to extend across Wales, increasing awareness and support is crucial to our aims and objectives and funding is required for these future projects.

The support and services provided to families is ongoing and it is imperative that this support can continue should there be a fall in income. We aim to hold reserves of £815,000 based on six month's costs assumptions are considered appropriate for this purpose. We continue to work hard to build our reserves.

The principal risks and uncertainties facing the charity as identified by the charity trustees are:

Funding: We are a partially self-funded charity and rely on the generosity of our supporters. The charity sector is flooded with much competition for supporters' donations, One of the key issues affecting charities is the ability to raise funds from events effectively.

There is no certainty in such events bringing in similar income as the previous year. To mitigate this, we have increased our fundraising and events team and have set targets. We have secured alternative funding streams which are spread over a longer period or are for specific projects.

Competition: Although the charity has excellent local support it is not as established and well-known as other local charities, We are always working to improve awareness of our work, which in time should help us to become even better known.

Succession: There is a clear need for succession within the charity. This goes together with the staff structure which has been developed in this financial period. As we enter a period of very rapid expansion of our services and our staff, we have focused on the staff structure in the future to allow for continued succession planning.

Plans for future periods

Our 10-year project to expand across England commenced service in January 2024. The first phase encompassed death referrals from the following counties on the England/Welsh border; Cheshire, Shropshire, Herefordshire, Worcestershire, Avon & Somerset, and Gloucestershire.

Our project plan follows structured steps which will enable us to replicate our service model, allowing us to deliver our much-needed support to those affected by sudden death in our remit from day one of our launch. The project progress and risks are monitored by the senior leadership team in close collaboration with the board.

Structure, governance and management

Organisation structure and decision making
The charity is a Charitable Incorporated Organisation formed on 8 July 2016. The charity's governing document is CIO – Foundation registered 8 July 2016.

The charity is managed by the Chief Executive Officer (CEO) who delegates authority for project management and charitable activities to the Senior leadership team and other office-based administrators and self-employed field staff (counsellors) and employed field staff.

The CEO meets with the administrative team daily and keeps in regular contact with field staff members. The Board of Trustees meets on a bi-monthly basis. Specific issues are brought to the attention of the Chair or other members of the board for a review, thereafter, being ratified at a full board meeting. All day-to-day management decisions are made through the above outlined management structure. Decisions referred to the Board relate to changes in strategic direction, policy, or risk management.

Risk management
The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. A risk register has been adopted using a traffic light system to flag up risks. Any amber or red risks are reviewed and assessed by the trustees at alternate Board of Trustee meeting and thereby ensure that systems are in place to mitigate exposure to major risks.

Key management personnel
The pay of key management personnel is reviewed annually alongside a general review of all staff salaries. Salaries are benchmarked against comparable size charities who operate in the region. Policies and the risk register are reviewed regularly and to a schedule.

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2024

Trustees' recruitment and induction
All the trustees are required to submit a curriculum vitae and complete an informal application process where they are invited to set out what skills and benefits they can bring to the board. A prospective applicant then typically meets the CEO and/or the Chair to discuss the application The applicant may also attend a board meeting as an observer. If acceptable to both sides, an applicant will be proposed to the Board after the process and the appointment is put to a vote.

The formation of the Board of Trustees is undertaken based on skills need analysis as well as a general risk management and assessment of the needs of the charity. The charity aims to attract trustees who can add value to the charity.

The requisite management skills are deemed to be accountancy, human resources, legal, public relations, marketing and communications, all of which are represented by experienced individuals on the Board. All trustees are provided with a welcome pack which includes legal and regulatory framework regarding their responsibilities on recruitment. Induction is on a one-to-one basis with other trustees or the CEO. The trustees can meet with operatives of the charity, visit projects and participate in further training and charitable events. We are continually looking out for potential trustees who may add to our board's skill and knowledge set.

Approach to financial investments
Decisions about the investment strategy are governed by the finance committee and approved by the board. 2wish's investment portfolio was managed by Nugenis Financial Planning (formally Maven) during 2023/24 according to the board's instructions.

The board recognises it has a responsibility to consider any ethical implications of its investments. The investment strategy is reviewed by the board with investment managers on an annual basis. Investments reports are disseminated to the board monthly with the management accounts, to review performance. 2wish does not depend on investment returns to fund its short-term operational requirements and is, therefore, able to tolerate short-term volatility of its investment portfolio. Our investments are risk averse, which is consistent with a strategy of seeking to generate longer term income.

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2024

Reference and administrative details

Registered charity number
1168140

Principal address
Unit 3 Sovereign Court
Sterling Drive
Ynysmaerdy
Llantrisant
CF72 8YX

Trustees

M Sayce	- Chair	
J Foxall	- Chair	(resigned 31/01/2024)
A Beckley	- Treasurer	
T Agland	- Trustee	
C Grey	- Trustee	(appointed 31/01/2024)
S Simpson	- Trustee	
Dr L Groves	- Trustee	
L Sheehy	- Trustee	
J Jones	- Trustee	
M Jones	- Trustee	(resigned 31/01/2024)
M O'Shea	- Trustee	(resigned 31/01/2024)
V Sleap	- Trustee	(appointed 01/04/2024)
W Willdridge	- Trustee	(appointed 27/11/2024)

Key management personnel

R Mannings	- CEO
E Kneebone	- Deputy CEO, Head of Bereavement Service
R Williams	- Head of Finance
D Magill	- Senior Fundraising Manager
A Bate	- Head of Marketing

Auditors
Azets Audit Services
Ty Derw
Lime Tree Court
Cardiff Gate Business Park
Cardiff
CF23 8AB

Bankers
Lloyds Bank
31 Queen Street
Cardiff
CF10 2AG

Investment providers
Nugenis Investments
Oak Tree Court
Mulberry Drive
Pontprennau
Cardiff
CF23 8RS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2024

Statement of trustees' responsibilities

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The trustees' report was approved by the Board of Trustees.

M Sayce

M Sayce
Trustee
Dated: ....28th July 2025.....

INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF 2WISH

Opinion
We have audited the financial statements of 2wish (the 'charity') for the year ended 30 September 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:
- give a true and fair view of the state of the charity's affairs as at 30 September 2024 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion
We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information
The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception
We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:
- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF 2WISH

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF 2WISH

Other matters

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has now been withdrawn.

This has been done in order for the financial statements to provide a true and fair view in accordance with current Generally Accepted Accounting Practice.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Azets Audit Services

29 July 2025

Azets Audit Services

Chartered Accountants
Statutory Auditor

Ty Derw
Lime Tree Court
Cardiff Gate Business Park
Cardiff
South Glamorgan
United Kingdom
CF23 8AB

Azets Audit Services is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 SEPTEMBER 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	As restated Unrestricted funds 2023 £	Restricted funds 2023 £	As restated Total 2023 £
Income and endowments from:							
Donations and legacies	3	524,580	-	524,580	418,327	-	418,327
Charitable activities	4	24,855	1,270,621	1,295,476	18,560	1,263,532	1,282,092
Other trading activities	5	118,693	-	118,693	198,853	-	198,853
Investments	6	34,722	-	34,722	8,633	-	8,633
Other income	7	2,946	-	2,946	-	-	-
Total income		705,796	1,270,621	1,976,417	644,373	1,263,532	1,907,905
Expenditure on:							
Raising funds	8	93,063	-	93,063	128,147	-	128,147
Charitable activities	9	644,475	905,644	1,550,119	517,421	358,940	876,361
Total expenditure		737,538	905,644	1,643,182	645,568	358,940	1,004,508
Net gains/(losses) on investments	13	29,725	-	29,725	298	-	298
Net movement in funds		(2,017)	364,977	362,960	(897)	904,592	903,695
Fund balances at 1 October 2023		516,964	977,294	1,494,258	517,861	72,702	590,563
Fund balances at 30 September 2024		514,947	1,342,271	1,857,218	516,964	977,294	1,494,258

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

BALANCE SHEET

AS AT 30 SEPTEMBER 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Intangible assets	**15**		4,322		5,402
Tangible assets	**16**		16,342		13,204
Investments	**17**		408,731		374,205
			429,395		392,811
Current assets					
Debtors	**19**	21,480		101,092	
Cash at bank and in hand		1,544,492		1,041,327	
		1,565,972		1,142,419	
Creditors: amounts falling due within one year	**20**	(138,149)		(40,972)	
Net current assets			1,427,823		1,101,447
Total assets less current liabilities			1,857,218		1,494,258
Income funds					
Restricted funds	**23**		1,342,271		977,294
Unrestricted funds					
Designated funds	**24**	383,407		458,606	
General unrestricted funds		131,540		58,358	
			514,947		516,964
			1,857,218		1,494,258

The financial statements were approved by the Trustees on ,28th July 2025.....

M Sayce
Trustee

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 SEPTEMBER 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Cash flows from operating activities					
Cash generated from operations	**27**		479,051		875,797
Investing activities					
Purchase of intangible assets		-		(800)	
Purchase of tangible fixed assets		(5,807)		(7,408)	
Purchase of investments		(55,724)		(259,605)	
Proceeds on disposal of investments		61,546		284,583	
Investment income received		34,722		8,633	
Net cash generated from investing activities			34,737		25,403
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			513,788		901,200
Cash and cash equivalents at beginning of year			1,073,135		171,935
Cash and cash equivalents at end of year			1,586,923		1,073,135
Relating to:					
Cash at bank and in hand			1,544,492		1,041,327
Cash equivalents held in listed investments			42,431		31,808

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 SEPTEMBER 2024

1 Accounting policies

Charity information

2wish is a charitable incorporated organisation registered on 8 July 2016. Its principal office is Unit 3 Sovereign Court, Sterling Drive, Ynysmaerdy, Llantrisant, CF72 8YX.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Event and sponsorship income is recognised when the event is held or the service is provided . Any amounts received in advance are deferred.

Fundraising income is recognised on receipt.

1 Accounting policies **(Continued)**

Grants are only included in the SoFA when the general income recognition criteria are met.

In the case of performance related grants, income must only be recognised to the extent that the charity has provided the specified goods or services, as entitlement to the grant only occurs when the performance related conditions are met.

Capital grants are released to the Statement of Financial Activities in the year of receipt. Fixed assets relating to capital grants are capitalised, and depreciation charged is offset against the grant income, in a restricted fund.

Turnover is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Costs of raising funds comprise the costs in relation to generating income such as fundraising activities.

Expenditure on charitable activities includes all costs relating to the furtherance of the charity's objectives as stated in the trustees report and their associated support costs.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

There has been no offsetting of assets and liabilities, or income and expenses.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Intangible assets acquired on business combinations are recognised separately from goodwill at the acquisition date where it is probable that the expected future economic benefits that are attributable to the asset will flow to the entity and the fair value of the asset can be measured reliably; the intangible asset arises from contractual or other legal rights; and the intangible asset is separable from the entity.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Software	3 years straight line basis

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2024

1 Accounting policies **(Continued)**

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold Improvements	20% straight line basis
Office Equipment	20% straight line basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the period.

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.9 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.10 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.11 Financial instruments

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

1 Accounting policies **(Continued)**

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.12 Provisions

Provisions are recognised when the charity has a legal or constructive present obligation as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation. Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value. When a provision is measured at present value, the unwinding of the discount is recognised as a finance cost in net income/(expenditure) in the period in which it arises.

1.13 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets.

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.14 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.15 Leases

Rentals payable under operating leases are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Donations and gifts	524,580	418,327
Donations and gifts		
General donations	468,685	404,489
Gift aid	27,869	-
In memoriam donations	28,026	13,838
	524,580	418,327

4 Charitable activities

	2024	2023
	£	£
Grants	1,290,621	1,276,136
Training income	1,500	2,300
Rental income	3,355	3,656
	1,295,476	1,282,092
Analysis by fund		
Unrestricted funds	24,855	18,560
Restricted funds	1,270,621	1,263,532
	1,295,476	1,282,092

Grants

Welsh Government	50,278	109,269
Global Make Some Noise	52,122	10,000
Big Lottery Fund	-	51,141
Valour Foundation	1,126,116	1,105,726
Cheshire	42,105	-
Other	20,000	-
	1,290,621	1,276,136

5 Other trading activities

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Fundraising events	109,440	194,529
Merchandise sales	9,253	4,324
Other trading activities	118,693	198,853

6 Investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Dividend income	7,006	-
Interest receivable	27,716	8,633
	34,722	8,633

7 Other income

	Unrestricted funds 2024 £	Total 2023 £
Other income	2,946	-

8 Raising funds

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Raising funds		
Fundraising costs	8,312	5,045
Online giving fees	2,797	7,202
Event costs	66,082	103,499
Raising funds	77,191	115,746
Trading costs		
Merchandise	12,495	8,982
Investment management	3,377	3,419
	93,063	128,147

9 Charitable activities

	2024	2023
	£	£
Staff costs	875,100	491,210
Counsellor fees	219,700	112,908
Marketing and printing	62,036	14,459
Memory boxes	43,960	20,777
Office costs	51,138	38,361
Other direct costs	27,909	54,314
Training	5,965	4,616
Travel and subsistence	97,402	45,267
Other staff costs	24,004	18,427
Ty Uchaf Aberdesach expenses	26,211	18,475
	1,433,425	818,814
Share of support costs (see note 10)	81,887	42,715
Share of governance costs (see note 10)	34,807	14,832
	1,550,119	876,361
Analysis by fund		
Unrestricted funds	644,475	
Restricted funds	905,644	
	1,550,119	

10 Support costs

	Support costs	Governance costs	2024	Support costs	Governance costs	2023	Basis of allocation
	£	£	£	£	£	£	
Staff costs	7,919	-	7,919	7,117	-	7,117	Percentage
Depreciation	3,750	-	3,750	6,369	-	6,369	Direct
Bank charges	32	-	32	14	-	14	Direct
Office costs	54,648	-	54,648	14,153	-	14,153	Percentage
Subscriptions	1,109	-	1,109	11,697	-	11,697	Direct
Sundry expenses	14,429	-	14,429	3,365	-	3,365	Direct
Legal and professional	-	12,351	12,351	-	-	-	Governance
Accountancy costs	-	16,821	16,821	-	13,382	13,382	Governance
Meeting expenses	-	5,635	5,635	-	1,450	1,450	Governance
	81,887	34,807	116,694	42,715	14,832	57,547	
Analysed between							
Charitable activities	81,887	34,807	116,694	42,715	14,832	57,547	

Governance costs includes payments of £15,821 for audit fees (2023: £10,200), £Nil for independent examination fees (2023: £3,182) and £1,000 for accountancy services (2023: £Nil).

11 Trustees

None of the trustees (or any persons connected with them) received any remuneration from the charity during the year. One trustee (2023: None) was reimbursed for expenses of £88 during the current year (2023: £Nil).

12 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
Total	31	19

Employment costs	2024 £	2023 £
Wages and salaries	802,881	455,433
Social security costs	65,984	34,483
Other pension costs	14,154	8,411
	883,019	498,327

Key management personnel
The key management personnel as detailed in the trustees report received benefits (including gross salary, employers national insurance and employers pension contributions totalling £347,579 (2023: £158,110).

There were no employees whose annual remuneration was more than £60,000.

13 Net gains/(losses) on investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Revaluation of investments	28,045	(5,852)
Gain/(loss) on sale of investments	1,680	6,150
	29,725	298

14 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

15 Intangible fixed assets

	Software
	£
Cost	
At 1 October 2023 and 30 September 2024	13,800
Amortisation and impairment	
At 1 October 2023	8,398
Amortisation charged for the year	1,080
At 30 September 2024	9,478
Carrying amount	
At 30 September 2024	4,322
At 30 September 2023	5,402

16 Tangible fixed assets

	Leasehold Improvements	Office Equipment	Total
	£	£	£
Cost			
At 1 October 2023	11,852	23,416	35,268
Additions	-	5,807	5,807
At 30 September 2024	11,852	29,223	41,075
Depreciation and impairment			
At 1 October 2023	11,852	10,211	22,063
Depreciation charged in the year	-	2,670	2,670
At 30 September 2024	11,852	12,881	24,733
Carrying amount			
At 30 September 2024	-	16,342	16,342
At 30 September 2023	-	13,204	13,204

17 Fixed asset investments

	Listed investments	Cash in portfolio	Total
	£		£
Cost or valuation			
At 1 October 2023	342,397	31,808	374,205
Additions	55,724	-	55,724
Valuation changes	28,045	-	28,045
Cash movement	-	10,623	10,623
Disposals	(59,866)	-	(59,866)
At 30 September 2024	366,300	42,431	408,731
Carrying amount			
At 30 September 2024	366,300	42,431	408,731
At 30 September 2023	342,397	31,808	374,205

18 Financial instruments

	2024	2023
	£	£
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	366,300	342,397

19 Debtors

	2024	2023
Amounts falling due within one year:	£	£
Trade debtors	1,341	71,692
Other debtors	11,228	10,538
Prepayments and accrued income	8,911	18,862
	21,480	101,092

20 Creditors: amounts falling due within one year

	Notes	2024	2023
		£	£
Other taxation and social security		24,660	12,289
Deferred income	21	31,559	10,468
Trade creditors		4,538	6,075
Other creditors		67,192	1,940
Accruals and deferred income		10,200	10,200
		138,149	40,972

21 Deferred income

	2024	2023
	£	£
Other deferred income	31,559	10,468

Deferred income is included in the financial statements as follows:

	2024	2023
	£	£
Balance brought forward	10,468	1,090
Income received	68,652	23,234
Income released	(31,963)	(18,252)
Balance carried forward	31,559	10,468

Deferred income relates to income received in advance of the date of an event.

22 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £14,154 (2023: £8,411). There was £2,871 outstanding at the year end (2023: £1,815).

23 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				Movement in funds		
	Balance at 1 October 2022	Incoming resources	Resources expended	Balance at 1 October 2023	Incoming resources	Resources expended	Balance at 30 September 2024
	£	£	£	£	£	£	£
Welsh Government	(30)	109,269	(109,239)	-	50,278	(50,278)	-
Big Lottery Fund	22,506	38,537	(46,953)	14,090	52,122	(44,758)	21,454
Aneurin Bevan University Health Board	47,975	-	(26,202)	21,773	-	(18,138)	3,635
Global Make Some Noise	2,251	10,000	(12,251)	-	-	-	-
Valour Wales	-	355,726	(125,040)	230,686	844,587	(372,027)	703,246
Valour England	-	750,000	(39,255)	710,745	281,529	(415,645)	576,629
Cheshire	-	-	-	-	42,105	(4,798)	37,307
	72,702	1,263,532	(358,940)	977,294	1,270,621	(905,644)	1,342,271

Welsh Government
Grant funding received towards the provision of memory box contents for bereaved families who have lost a child or young adult.

Big Lottery Fund
Funding received to cover a five-year project based in North Wales. The restricted grant covers salary two members of staff both working in our support team along with travel costs. The total grant value over five years is £252,710.

Aneurin Bevan University Health Board
Funding received received towards the provision of memory box contents for bereaved families who have lost a child or young adult and training.

Cardiff and Vale University Health Board
Funds received for a pilot project to give support to families who lose a person of any age from suicide within the Gwent health board.

Valour Foundation
Funding for Wales, has been provided to support expenses associated with the repite house incluing theraputic fees, and to also finance an increase in salaries and fund new poisitions. Funding has also been provided to expand and subsequently maintain services in England.

Global Make Some Noise
Funds for wages, focus support groups and family events.

Cheshire
Grant awarded from Cheshire Police and Crime Commissioner, restricted to service and expenses related to the Cheshire area only

24 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 October 2022	Transfers	Balance at 1 October 2023	Transfers	Balance at 30 September 2024
	£	£	£	£	£
Support and overheads	370,000	-	370,000	(370,000)	-
North Wales activities	70,000	-	70,000	(70,000)	-
Fixed asset fund	16,769	1,837	18,606	2,058	20,664
Support costs	-	-	-	222,050	222,050
Service costs	-	-	-	140,693	140,693
	456,769	1,837	458,606	(75,199)	383,407

Support and overheads
This funding has been designated to support the Counselling Service and Overheads to run the charity including wages, to allow the service to continue to be delivered and wound down should funding cease.

North Wales activities
This funding has been designated to support North Wales service including wages, to allow the service to continue to be delivered and wound down should funding cease.

Fixed asset fund
This fund has been set up to designate the unrestricted net book value of the charity's fixed assets.

Support & Service costs
To ensure a responsible and compassionate approach to service delivery, the trustees propose a six-month funding allocation across key operational areas. This funding will enable 2wish to continue supporting all current service users while allowing for a sensitive and structured wind-down of services, as necessary.

The funding will cover:

- Support Wages – Wales: £103,350
- Support Wages – England: £87,700
- Head Office Wages: £31,000
- Service Costs – Wales: £107,752
- Service Costs – England: £32,941

This allocation ensures that all service users are considered and supported during this transitional period, while also maintaining organisational stability and compliance with our duty of care.

25 Analysis of net assets between funds

	Unrestricted 2024 £	Designated 2024 £	Restricted 2024 £	Total 2024 £	Unrestricted 2023 £	Designated 2023 £	Restricted 2023 £	Total 2023 £
Fund balances at 30 September 2024 are represented by:								
Intangible fixed assets	-	4,322	-	4,322	-	5,402	-	5,402
Tangible assets	-	16,342	-	16,342	-	13,204	-	13,204
Investments	45,988	362,743	-	408,731	-	374,205	-	374,205
Current assets/(liabilities)	85,552	-	1,342,271	1,427,823	58,358	65,795	977,294	1,101,447
	131,540	383,407	1,342,271	1,857,218	58,358	458,606	977,294	1,494,258

26 Related party transactions

There were no other disclosable related party transactions during the year (2023 - none).

27 Cash generated from operations	**2024**	**2023**
	£	**£**
Surplus for the year	362,960	903,695
Adjustments for:		
Investment income recognised in statement of financial activities	(34,722)	(8,633)
Gain on disposal of investments	(1,680)	(6,150)
Fair value gains and losses on investments	(28,045)	5,852
Amortisation and impairment of intangible assets	1,080	2,760
Depreciation and impairment of tangible fixed assets	2,670	3,609
Movements in working capital:		
Decrease in debtors	79,612	26,016
Increase in creditors	76,085	10,190
Increase/(decrease) in deferred income	21,091	(61,542)
Cash generated from operations	479,051	875,797

28 Analysis of changes in net funds

The charity had no debt during the year.

Thank You

Thank you to all of our trustees, volunteers, fundraisers and partners for supporting us this year.

Without you, we could not provide immediate and ongoing bereavement support for families, individuals and professionals affected by the sudden and traumatic death of a child or young adult aged 25 or under.

Best wishes, 2 Wish staff

Together we can make a difference to those suddenly bereaved

2wish

2wish

Since 2012, we have been at the forefront of providing compassionate and caring sudden bereavement support in Wales and have developed incredible services that we know make a huge difference to people's lives.

As the number of those in need sadly continues to grow, we are determined to always be there whenever we are needed.

@2wishcharity

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info@2wish.org.uk | 01443 853125
Charity Number 1168140

2wish

England & Wales - Charity number 1168140

Accounts

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For the year ended 30 09 2023

2wish

Charity Number: 1168140

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Our Vision

Our Mission

When a family loses a child or young adult the effects are devastating for all who knew and loved them. Our mission is to ensure that all those affected by the sudden and traumatic death of a child or young adult aged 25 or under throughout Wales receive the bereavement support they deserve.

Rhian's Story

On the 22nd February my one-year old son George passed away. He died suddenly after suffering a seizure at home. It was discovered later that George was suffering from Bronchial Pneumonia and Type A Influenza.

Just 5 days later my husband and best friend Paul tragically died. He was 33 years old. I was left alone to support my other two young children.

Nobody came, no support was offered, and it was left to my family and friends to get me through my loss.

2Wish was initially set up following their deaths as a simple memorial fund. However, due to the overwhelming support and generosity of a small Welsh community the fund became a registered charity in October 2012. Bereaved families and professionals working with sudden death then started reaching out, identifying with the gap that my family had discovered.

This gap in the system had to be filled. No parents should have to face loss alone. Paul was so traumatised by the loss of his son he walked out of his home, leaving a wife and two young children and never came back.

Our Aims

- Ensure every Emergency Department in Wales has a suitable bereavement suite for bereaved families.
- Ensure that bereavement boxes are available for families at each of these hospitals.
- Ensure that immediate bereavement support is available for suddenly bereaved families.
- Provide a professional bereavement counselling service.
- Provide support to individuals who witness the sudden and traumatic death of a child or young adult.
- Provide support for professionals who are affected by the sudden death of a child.
- Provide staff support and training.

Our Values

Family

In the 2wish team, FAMILY means respecting boundaries and each other.

Personable

In the 2wish team, PERSONABLE means open and approachable to others.

Bold

In the 2wish team, BOLD means showing courage to push our boundaries.

Responsive

In the 2wish team, RESPONSIVE means getting the job done.

Welcome from our Chair

As I write this annual report in my role of outgoing Chair of Trustees for this wonderful and unique charity, I ponder my time served on the Board and the incredible journey we've been on from when I started my role as Trustee more than eight years ago.

The charity has developed from a group of Rhian's family and friends sat around her kitchen table in the early days, to one that is now Wales wide and very soon to be UK wide, with a continually growing team of 21 across Wales, supporting hundreds of bereaved families every year, working with all relevant agencies and stakeholders, fundraising hundreds of thousands of pounds and engaging with ambassadors, supporters, businesses and major events across Wales.

This year alone, we have received 204 referrals following the death of a child or young person and 1,367 since the charity was formed in 2012. That's approximately 6,313 family members and friends who have been supported by the charity following a devastating loss of a child or young person aged 25 and under. The 2wish team have worked tirelessly to establish pathways and develop strong working relationships with health boards, police forces and coroners across Wales to ensure that when a child or young person passes away, their families and communities are offered the support that they need. Alongside the support we provide to families and communities, we continue to be committed to delivering support to professionals who may be involved when a child or young person dies.

Often healthcare workers and professionals are overlooked in these circumstances as they are 'doing their job', but the toll that these type of events can take can be immeasurable. Our 'You can't pour from an empty cup' campaign was launched in 2023 and recognised the importance of supporting and taking care of our professionals to provide a culture where they are supported and don't feel alone.

This year also saw our first charity partnership with In It Together Festival. This family friendly festival, held in Margam Park in Port Talbot, is a perfect fit for the charity. Not only does the festival partner with the charity from a fundraising perspective, but the 2wish team also raise awareness and promote the charity at the event. A fantastic mutually beneficial relationship and one that is set to continue.

Other corporate partnerships fostered this year include Valero, Speedy Freight, JCP Solicitors, The Alchemist, JNP Legal, Queen B, Pure Wealth Management and Tatton Asset Management, all working with us and supporting us to both raise funds and awareness of the charity and our work.

The events and challenges this year have been plentiful, from our beloved Service of Remembrance at Llandaff Cathedral, to our flagship Little Ball of Hope this year held at the prestigious City Hall venue in Cardiff, to our Kilimanjaro and Morrocco expeditions, Great Welsh Marathon, Elephant Dip, Christmas Soiree, Elephant Day Walks and many many more, run by both the Fundraising Team and our fantastic families, communities and volunteers. Something for everyone and each bringing in much needed funds to enable us to provide the vital work the Support Team deliver working with bereaved families and communities. We have also extended our team and fundraising activity and events in North Wales this year with the new role of North Wales Fundraising Co-ordinator.

Welcome from our Chair continued...

During 2023, we also saw the charity partner with the very kind Ffiona and Geraint Williams who provide the use of their holiday cottage, Ty Uchaf in North Wales from May to September, for our bereaved families. The cottage and the beautiful surrounding areas allow our families to get a break and some respite. A wonderful addition to the suite of services and support that the charity is able to provide to our bereaved families.

And if this wasn't enough, this year we have focused activity on the importance of men's mental health with the launch of our 'Let's Talk Bereavement' campaign, opening the conversation about men's mental health. The campaign was launched on Father's Day and spanned the month with events including a cricket match, football match and an incredibly honest and moving panel event which saw Dr Rick O'Shea, Bristol Bears rugby player, Callum Sheedy, retired GP, Jonathan Richards, community mental health advocate, Luke Conlon and Ryan Evans, founder of 'Get the Boys a Lift' all speak about loss, men's mental health, cultural and generational factors and gender norms that make it more challenging for men to open up about their mental health. The campaign and the closing event were a fantastic success and raise the profile of such a challenging and often taboo subject.

This is all just an overview of the amazing activity this wonderful charity has achieved and delivered in the last few months. It doesn't touch on the extensive and essential immediate and ongoing support that our Support Team provide to families during their darkest times. It only scratches the surface of the amazing work the Fundraising and Marketing Teams are doing to both raise awareness of the charity and vital funds to enable us to continue the fantastic work supporting families. It is really quite extraordinary, given the relatively humble beginnings and it is so exciting to see what is coming next with the planned expansion into England.

So all that remains is for me to say one final time as Chair of Trustees, thank you. Thank you to our incredible team for everything you do every day to make this incredible charity what it is. Thank you to all of our ambassadors, fundraisers, supporters and corporate partners for everything you do to raise a fantastic sum of money to support our charity. Thank you to my fellow Trustees, for the essential guidance, governance and support you all give the charity. And finally to Rhian Mannings, without whom none of this would happen. An incredible woman with an incredible drive to ensure that families are not left alone in the dark, please never underestimate the power of what you have and continue to achieve with our wonderful charity. I shall be watching very proudly from the sidelines.

.....
Jo Foxall
Chairperson (outgoing)

Dated: 26th March 2024

Introduction to our incoming Chair of Trustees

The team at 2wish continue to provide unrivalled support to those affected by the sudden or unexpected death of a child or young person in Wales. As Jo highlights the charity has now supported over 6,000 family members as well as healthcare workers and professionals who can sometimes be overlooked in these circumstances. As 2wish has grown since it was formed in 2012 to cover the whole of Wales, it has held steadfast to its core values.

One of those values is to be bold. This has several meanings, for example to talk openly and honestly about losing a child. It also means to show courage in pushing to support all those affected by the sudden or unexpected loss of a child or young person. As Rhian Mannings, our CEO expands on later in the report this value has been a key driver in taking the decision to expand 2wish services into England, so that more people will get the support they deserve at the time of their devasting loss.

As we begin our expansion into England with a stated aim of protecting all existing services in Wales, this is both an exciting and challenging time for me to take up the role of Chair of the Board of Trustees. I am honoured and humbled to have been given the opportunity and look forward to what is to come.

None of what of what the charity has achieved to date would have been possible without the wonderful team at 2wish and the fantastic Board of Trustees. It goes without saying also that it would not have been possible without Rhian's continued inspirational leadership, empathy, compassion and inexhaustible reserves of effort and drive.

I am privileged to have joined this amazing team of people.

.....
Martyn Sayce
Chairperson

Dated:

Welcome from our CEO

Another year ends and what a year it has been. One of the busiest seen at 2wish but one of the most exciting and positive. Every year when I sit down to reflect on the previous 12 months I am blown away by the effort and hard work of our team of Staff, Trustees and Volunteers.

The 2wish team continues to grow due to the demand on our services and I cannot thank them enough for going above and beyond every day be it with families or raising funds to support them.

Working with suddenly bereaved families is difficult but our wonderful families trust us to come into their homes at the most difficult of times to offer support. Many cannot thank us enough and are grateful that they do not have to face the darkness alone. We are proud to be referred to as a '2wish family', allowing families to grieve at their own pace whilst knowing they are part of something special whilst on their journey.

Every family we meet are different. Grief is different to everyone, but the common theme of isolation, sadness and confusion is common amongst many, and families should never be left to deal with this alone.

Our Ty Uchaf home we now have for families to escape and reflect, is extremely popular and when visiting it recently, I could see why. The sea, fields, and silence. We cannot thank Ger and Fiona enough for giving our families this opportunity.

Funding, as for most charities, is limited. We are so grateful for the funding we have received from Welsh Government and the ongoing support of the Big Lottery, but we need to continue looking and applying to allow the charity to become sustainable where possible. The phenomenal and generous donation from Peter Goddard which you can read about later in the report has changed so much allowing us to plan and expand our services knowing we have the funding in place for several years. I am still pinching myself that this could happen to our home-grown charity, but it has, and we cannot thank Peter enough.

Despite recent funding, we are still passionate about fundraising at 2wish. We love events, parties and meeting our communities here in Wales. Our team of volunteers and fundraisers support our staff at events and without them, we could not raise the money or awareness we do. Our evets such as The Little Ball of Hope which is our flagship event continues to grow and is now in its 12th year but without our communities fundraising for us and supporting our growth, 2wish could not help our families every year. The corporate support we receive too is staggering and we hope it supports these businesses and builds team resilience whilst helping our charity.

I am fortunate to lead an amazing team and I love my role. We wish 2wish did not have to exist but sadly, young people are losing their lives every day, and I am glad that there is organisation like 2wish available for families. As we grow, its important we do not lose that warmth and compassionate that makes us stand out. Our waiting times and immediate support must continue to be just that, and our team need to remain approachable and available. Growth is exciting but I am aware that new challenges will form. However, together we will continue to make a difference to so many.

Thank you to everyone for their continued support the last 12 months. Our families get the support they deserve because of you all. Rhian xx

RL Mannings

.....
Rhian Mannings
CEO & Founder
Dated: 26.03.2024

Meet the Team
Management & Administration

Rhian Mannings
CEO & Founder

Emma Kneebone
Deputy CEO & Head of Bereavement Services

Nicole Lloyd
Bereavement Service Manager

Rachel Williams
Head of Finance

Daisy Magill
Senior Fundraising Manager

Adam Bate
Head of Marketing

Sabine Bayliss
HR & Finance Adminsitration Officer

Beverley Slocombe
Fundraising Administrator & PA to the CEO

Hannah Daley
Digital Marketing Officer

Meet the Team
Support Staff

Helen Thomas
Immediate Support Coordinator - South & West Wales

Jo Wilkins
Immediate Support Coordinator - South & West Wales

Dawn Tilt
Immediate Support Coordinator - South & West Wales

Angela Nicklin
Immediate Support Coordinator - North Wales

Cassandra Dalton
Counselling Support & Outreach Coordinator - West Wales

Louise Way
Counselling Support & Outreach Coordinator - South Wales

Lynne Pearce
Counselling Support & Outreach Coordinator - North Wales

Nicola Watts
Children Young Person Coordinator - All Wales

Meet the Team
Fundraising Staff

Gaynor Davies
Volunteer Coordinator
& Fundraising Team
Leader

Gareth Rees
Corporate Partnerships
Fundraiser

Laura Ogden
Fundraising Coordinator
North Wales

Sarah Thyer
Fundraising Coordinator
West Wales

Our Year at a Glance

October 2022

12th October Depart for Kilimanjaro
13th October PRUDiC revision workshop

November

15th November Hugh James Trauma Conference

December

2nd December Soiree
3rd December Remembrance Service
6th December Police Training on child bereavement for 2wish delivered by Dyfed Powys Police

January 2023

16th January You Can't Pour from an Empty Cup campaign - Support for professionals
20th January Inquest training for 2wish support team
31st January Launch partnership Valero

February

6th February First family stayed in Ty Uchaf
7th February Rhian Mannings attended Academy Wales Winter School

March

1st Yoga workshops for families launched
8th March Resilience, Wellbeing and Trauma training
23rd March Wreath Making
26th March Cardiff Bay 10k

April

3rd April Professional support manifesto submitted to Deputy Minister for Mental Health and Wellbeing

May 2023

1st May Dip a day for Vilomay launched.
5th May Coronation Coffee Morning
6th May RM Attends Coronation
27th May In It Together Festival

June

10th June The Little Ball of Hope
16th June Paul Burke Golf Day
21st June EDI training for staff
25th June 2wish Cricket Match v Miskin

July

5th July First coffee morning launched in Wales
13th July Let's Talk BereaveMENt forum
14th July 2wish Dads v Ty Hafan Dads Football
23rd July Trekking Morrocco Trip departs

August

11th August Elephant Walks in south and west Wales

September

3rd September Cardiff 10k
8th September Suicide Networking Event - West Wales
14th September Swansea University Awareness Training
25th September Bereavement room in The Grange

Expansion

Founded in 2012, 2wish has worked hard since to ensure a consistent service across Wales. In April 2019, we were listed in the all-Wales Procedural Response to Unexpected Death in Childhood (PRUDiC) document which meant our service would be offered to families across Wales no matter where the death occurred. We debated what to do next and felt strongly that if the gap still existed then we should look to expand our service into England and further afield. We conducted a scoping exercise to look at the services that exist and concluded that there are pockets of excellent support in England, but no organisation that exists to support anyone affected by sudden and unexpected death in children and young people aged 25 and under.

In May 2022, we were fortunate to be contacted by a gentleman called Peter Goddard following him reading an article in the Telegraph about Rhian Mannings and how she founded 2wish as a result of personal tragedy following the sudden loss of her one year old son, George and, five days later, her husband Paul. Peter represents The Valour Foundation, who were keen to support organisations in the UK who support individuals affected by their mental health.

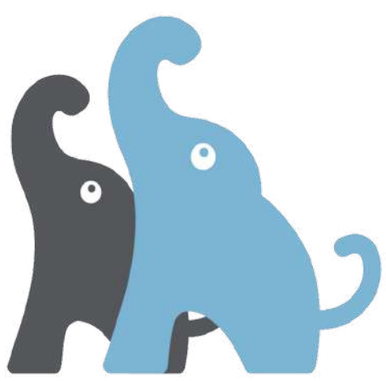
Soon after we met with Peter and were delighted to be invited to submit a proposal for funding that was subsequently approved and allowed us to begin our strategic expansion into England whilst ensuring we could continue to deliver support across Wales too. Throughout our due diligence process and the many hurdles overcome throughout the months that followed, we have been resolute in our belief that we could make it work and that we would soon be able to offer so many more families who suffer the devastating loss of losing a child the offer of support. From scoping the geographical reach of our initial expansion, to identifying our referral partners and spending many hours on the road making necessary introductions, to recruiting the England team and the announcement of the service commencement date in England, we have worked diligently to ensure the smooth running of our existing service whilst laying the groundwork for the expansion.

At 2wish,we believe in family; in supporting and respecting each other. In being responsive to those in need and getting the job done, and to being personable; open and approachable to others. But the value we find the hardest, and perhaps therefore is the most important of all, is that we believe in being bold. To be bold is to talk openly and honestly about losing a child, it means to show courage and push our boundaries and to constantly stand united in pushing for support for all individuals affected by sudden and unexpected death in children and young people.

The past nine months have bought exciting changes to 2wish and its service reach, but our values remain true and our mission steadfast and that is our commitment to ensuring that anyone affected by sudden and unexpected death of a child or young person is offered support at any time they should need it.

The timeline so far:

- 3rd May 2022: Peter Goddard contacts 2wish for the very first time and invites us to submit a funding proposal
- 8th July 2022: We submitted our proposal for funding
- 8th November 2022: Received an official offer of funding, to the full amount requested!
- 25th January 2023: The 2wish Trustees unanimously agree to proceed with the donation from The Valour Foundation!
- 17th April 2023: Rhian Mannings, our CEO and Founder, signs the draft agreement
- September 2023: Recruitment for the 'England team' begins



Ieuan's Story

My name is Clare Jackson. I lost my 17-year-old son, Ieuan in March 2020. He took his own life. It was just before first lock down and like Rhian, I walked into the hospital with my son and came out with nothing but a post it note and an out of hours mortuary service telephone number, on the understanding that they would be able to give me more information.

On the Monday morning Becky rang from 2wish, and I knew then I was not going to be alone especially preparing to go into lock down as we had to shield my other son due to medical issues.

Becky took all my questions and answered each one giving me the information I needed. I had never arranged a funeral and inquest before. It's not like they teach you that at school. Becky kept that glimmer of hope and light going for me and soon the light got brighter which led me then to becoming a volunteer as I wanted to give something back to 2wish. Without them we wouldn't be where we are now as a family. We may not have the picture-perfect family but 2wish have created a different picture where we can grow and find happiness.

The most important part of being involved with 2wish is being a welfare officer or even dressed as George our gorgeous elephant. We are there to show that no one is alone or forgotten about. We will take this journey together. We may end up on different paths but we all on the same journey to keep our stars shining bright.

Things I have done; Welfare officer at 10k half and full marathons, selling car stickers to raise money and awareness, attend pantos with our pop-up shops, I have done a few speeches at Swansea university and the health board via Prince Charles hospital. There are so many things me and my children have done. I could spend the whole year with them as we will do anything we can to help out.

Working in Partnership

Valero's Partnership with 2wish

The partnership between Valero and 2wish was a highlight throughout 2022-23, with 2wish being Valero's chosen charity. The collaboration between 2wish and Valero, a renowned multinational oil refinery headquartered in Pembroke, South Wales, involved incredible fundraising efforts, raising a total of £42,325 for 2wish.

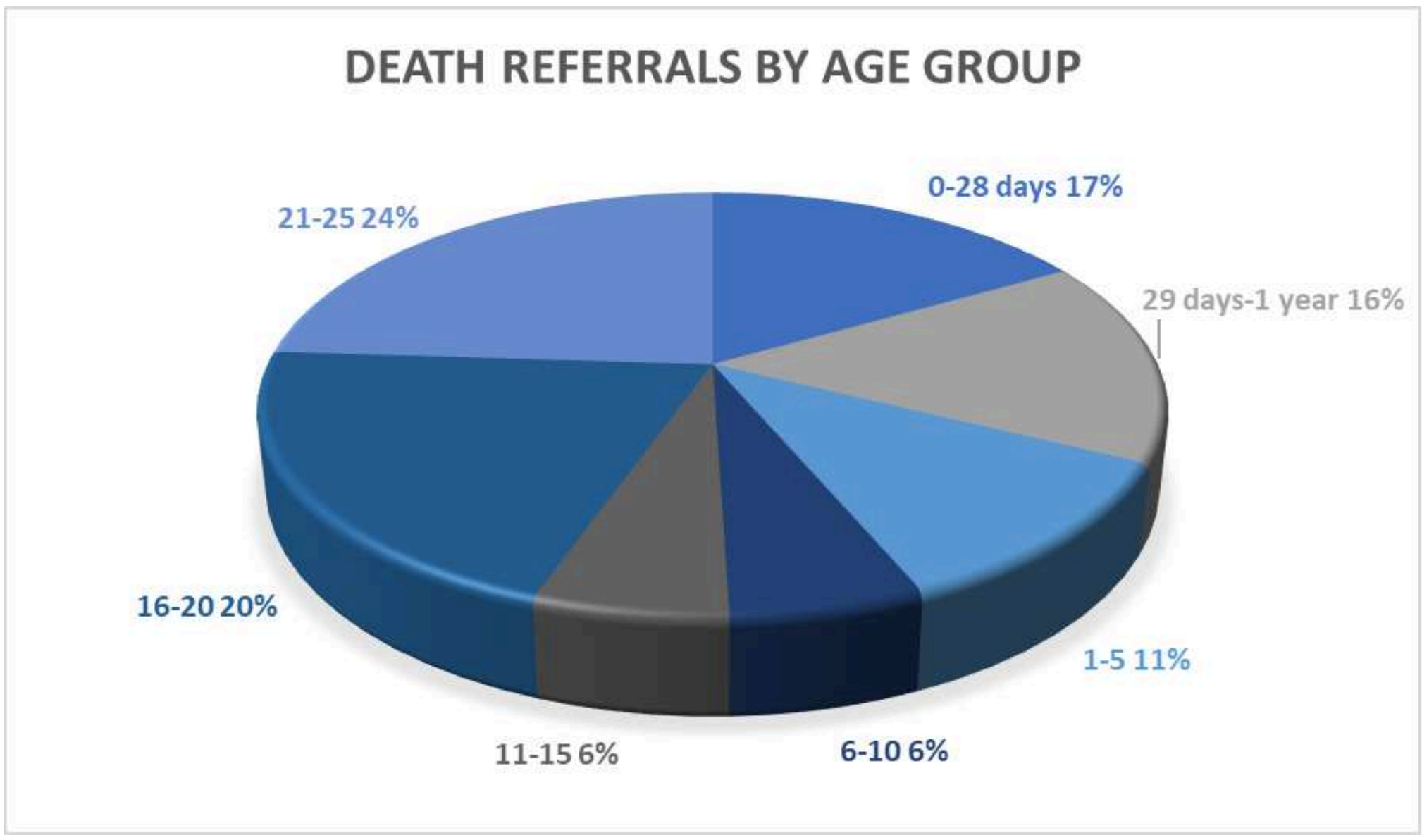
Valero's commitment to 2wish was prominently showcased during their annual 'Benefit for Children' Golf Day, held at the Celtic Manor Resort in June 2023.

This illustrious event, graced by avid golf enthusiasts and corporate supporters from around the globe, featured 2wish as one of the 19 charities benefiting from the proceeds. 2wish were delighted to receive £29,625.

Statistics

From 1st October 2022 – 30th September 2023, we received 204 death referrals. Of those referrals, 157 of the referrals were immediate and 47 were historic.

- Immediate death referrals are classified as deaths referred into our service via the immediate support pathway, usually in the hours/days following the death. Historic deaths are when the death occurred two, or more, months prior to the referral coming into the organisation.
- Since service delivery began, we have received 1,367 death referrals into the charity supporting approximately 6,313 individuals.
- 78% of referrals accepted the offer of a home visit from their Immediate Support Coordinator within the first two weeks of being referred.
- 96% of families were contacted within 48 hours. The remaining 4% were contacted within the time period requested by the family.
- 33% of death referrals received were for females and 67% were for males.



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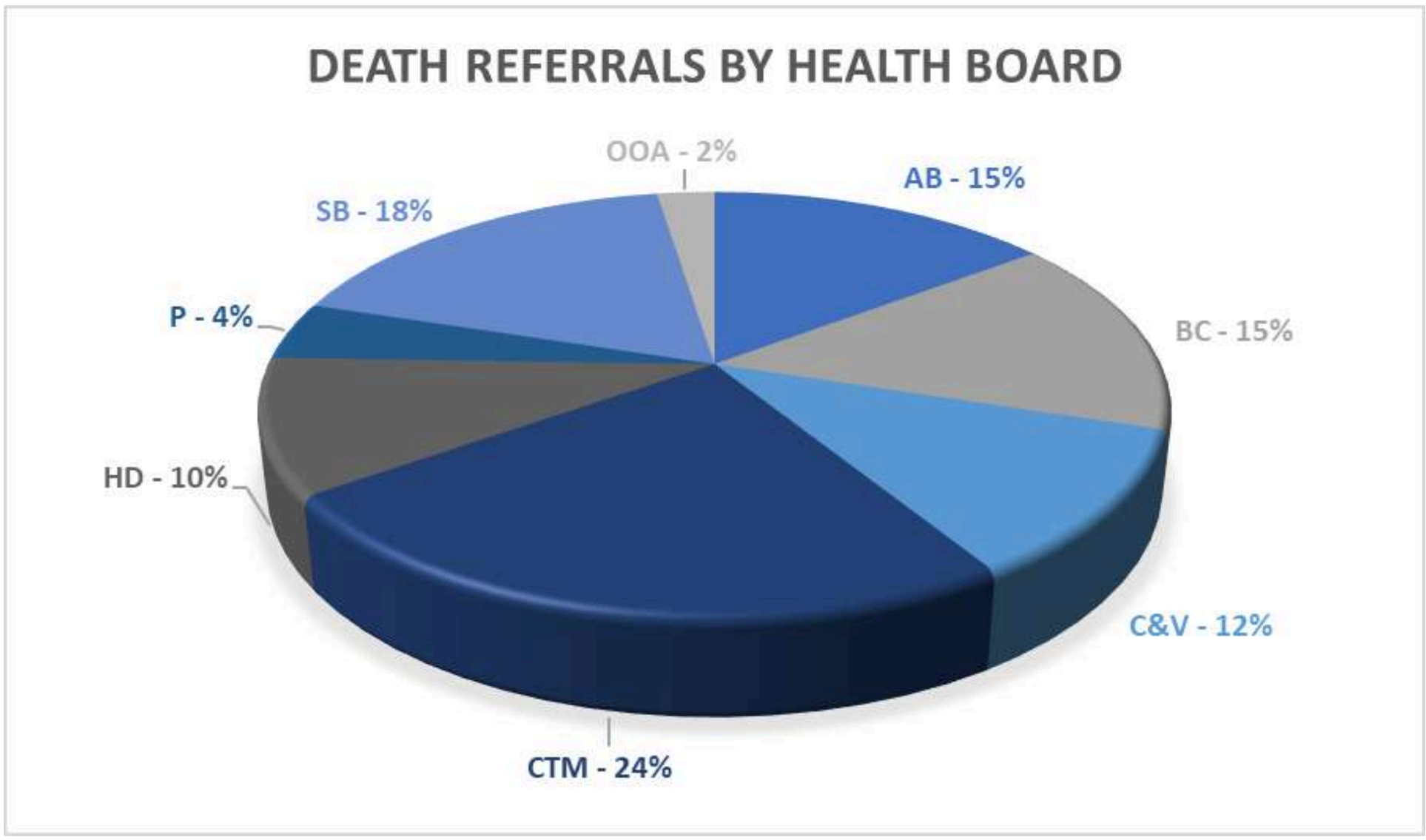
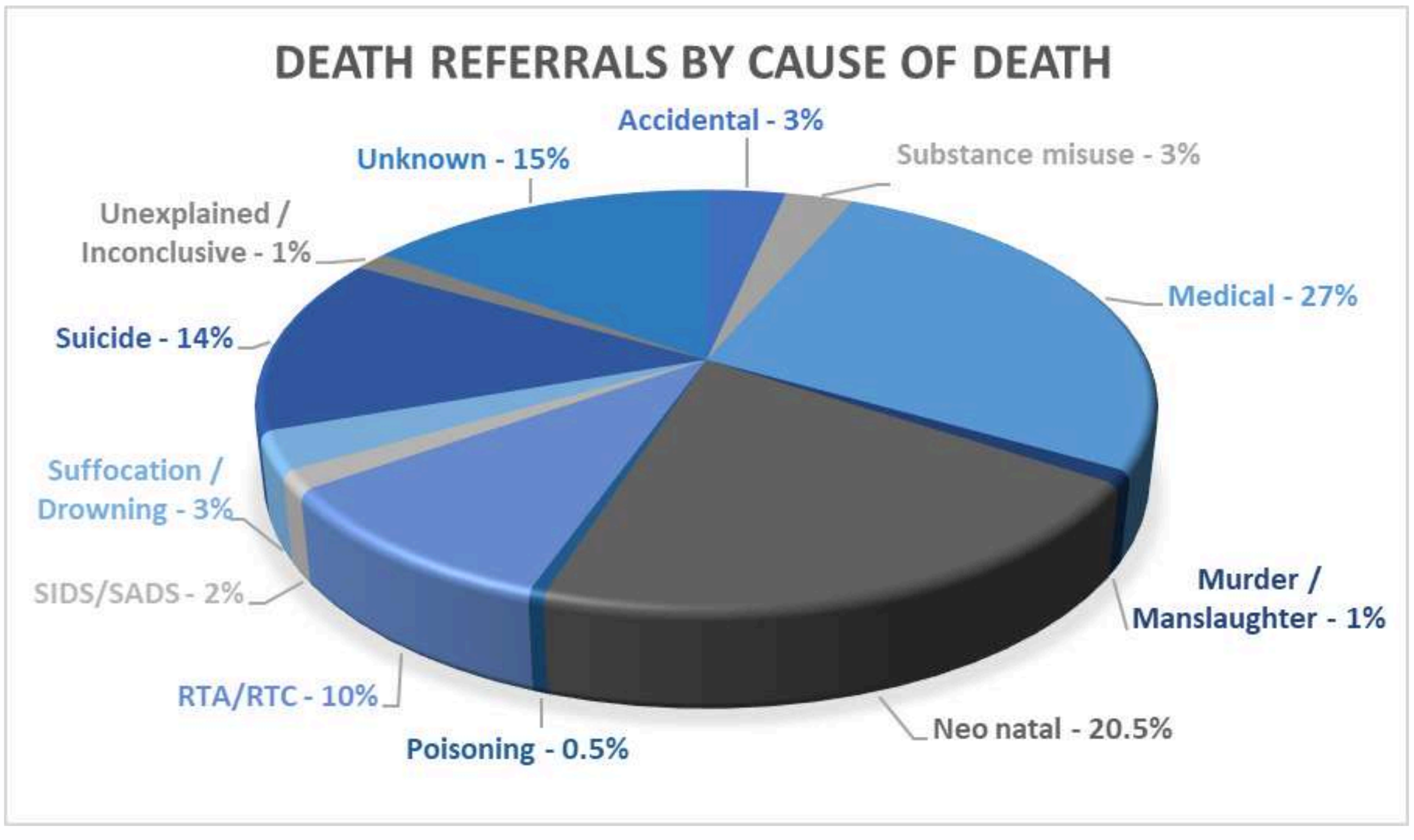


Our main referral partners continue to be hospitals and police forces across Wales. We have worked hard to embed our service and ensure that, with their consent, families are being referred directly into the charity by a professional.

This approach allows for seamless support and relieves the pressure of an individual having to trawl the internet searching for an organisation that may, or may not, be able to support them.

- 41% of referrals came from the hospitals and 29% from police officers or Coroner's Officers.
- 17% referred themselves or were referred by a friend or family member.
- The remaining 13% were referred by secondary referral partners including GPs, Counsellor, College or University, Health Visitor, Charity or a Mental health service.



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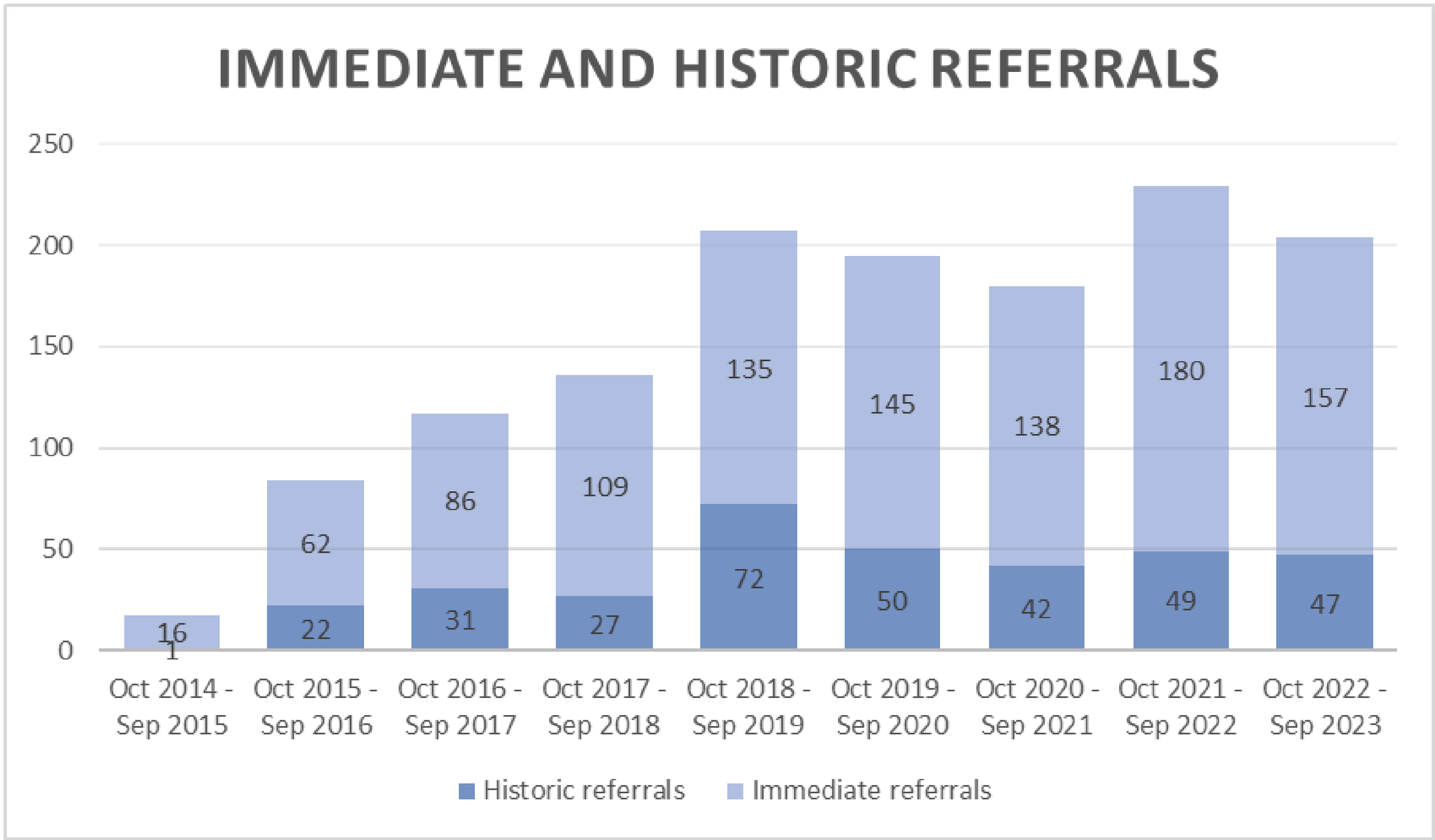


77% of referrals received in the financial year 2021-22 were immediate death referrals, and 23% were for historic deaths.

We have provided 3,041 sessions of Counselling, 307 sessions of Play Therapy and 320 sessions of Complementary Therapy.

Nicky's Story

Our Nicky is forever 20, and we are utterly heartbroken. Nicky was and will always be remembered as kind, caring, a bit shy, yet hilarious. He was never the centre of attention but always the joker. He was an insanely talented drummer and founding drummer of The Swansea-based band, The Stray Pursuit.

He always gave everything his best shot. He would have graduated this year from his mechanical engineering apprenticeship at the same time as we'd have been celebrating his 21st birthday.

He has 2 younger sisters, Beth and Ffion, who absolutely adore him, and miss him incredibly.

2wish - well what can we say? We received the memory box in the hospital with Nicky's handprints, some locks of hair, and 3 precious elephants tucked into his arm. One stayed with him and the other 2 will, forever, be treasured by Beth and Ffion.

Helen from 2wish, rang and then called to see us within days of us leaving the hospital. I feel like I can call Helen my friend now. What a beautiful lady she is. We really can't thank her enough. We have met some beautiful people through some of the 2wish activities, especially the coffee mornings. We all understand each other because, sadly, we are all on the same devastating journey. We all know each other's pain.

I wish we didn't need to meet at all, and life was so very different for all of us, but these people whom I can now call my 2wish friends, are so special. We hold each other up, and we help each other get through each day.
We can't thank everyone enough for the support, friendships, and just the feeling of being taken care of when all of our lives have been turned upside down in the worst way possible.

We will talk about Nicky forever and carry him through life in everything we do. We will keep trying to raise funds to support 2wish, through music and sports events in Nicky's name, to try to give back a little, so 2wish can keep helping families suffering the devastating loss of a child. It's just our way of saying thank you, keeping Nicky's memory alive, and keeping ourselves active by getting out in the fresh air.

In Nicky's legacy, I will keep running every day for as long as I can, and we will do everything possible to stop anything like this from happening to anyone else. Nicky was in a position where he could donate his organs. Although forever heartbroken, we have found some comfort in knowing he's been able to save four lives. We hope one day to hear from those people and how they are doing. We are so proud of everything Nicky achieved, and we are forever grateful to 2wish for their amazing support.

Our Impact

Bereavement Rooms

The Grange University Hospital

In September 2023 we completed work on our latest bereavement room, located at the critical care unit of The Grange University Hospital in Cwmbran. The bereavement room was officially opened on October 17th.

Thanks to the help of Swansea-based EBM ltd, Space Group in Gloucester and Hertfordshire Altro, the rooms have been refurbished and fitted out with new furniture, allowing them to be a safe haven for families who have suffered a bereavement at the hospital.

EBM Group has committed to help refurbish and furnish multiple rooms in hospitals around Wales as a way to thank 2wish. EBM Group owner Gethin Edwards is himself a bereaved uncle and his family was supported by 2wish at their time of need.

We are incredibly proud to be able to provide these spaces to those who need some comfort in their darkest moments. The opening of this bereavement room at The Grange in Cwmbran was a wonderful occasion that marks the start of a cherished relationship and the stunning new look of our bereavement room going forward.

Bereavement Rooms (continued)

Bereavement Rooms

2wish have now designed twelve bereavement rooms across Wales including:

- University Hospital of Wales – Accident and Emergency, Cardiff and the Vale
- University Hospital of Wales – Paediatric Critical Care Unit, Cardiff and the Vale
- Prince Charles Hospital, Cwm Taf Morgannwg
- Royal Glamorgan Hospital, Cwm Taf Morgannwg
- Princess of Wales Hospital, Cwm Taf Morgannwg
- Royal Gwent, Aneurin Bevan
- Nevil Hall, Aneurin Bevan
- Coroner's Office, Cardiff and the Vale
- Ysbyty Gwynedd, Accident and Emergency, Betsi Cadwaladr
- Morriston Hospital, Acute Paediatric Unit, Swansea Bay
- Ysbyty Glan Clwyd, Accident and Emergency, Betsi Cadwaladr
- Princess of Wales Hospital, Accident and Emergency, Cwm Taf Morganwg

Memory Boxes

Memory Boxes

Every Emergency Unit, Intensive Care and Pediatric ward across Wales stores our memory boxes to give immediately to families once their child has passed away.

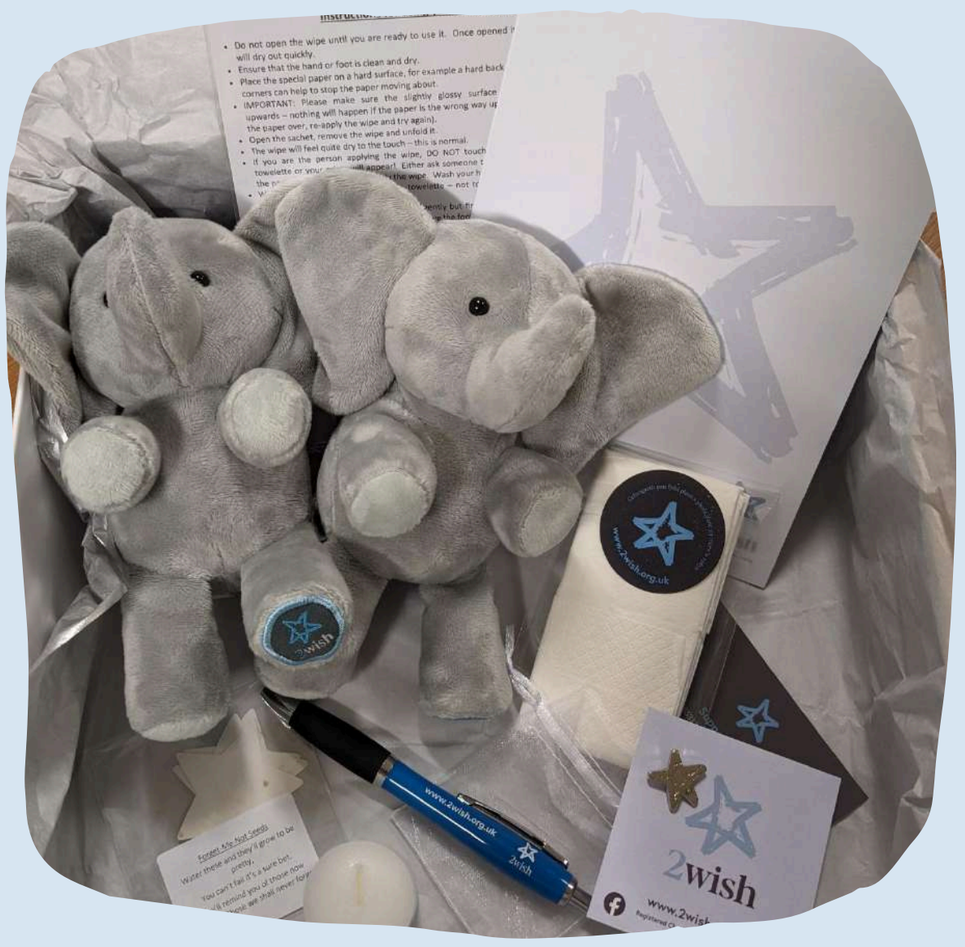
One of our main charity aims is to ensure that families who have lost a child or young person suddenly, are offered one of our Memory Boxes, which are stocked in every hospital throughout Wales.

We have spent £18,625.34 providing 532 Memory Boxes to families affected by the sudden death of a child or young person.

The Memory Boxes contain carefully selected items, including the following:

- Organza bags for locks of hair.
- Inkless hand and footprint kits.
- Two Gorgeous George elephants.
- A votive candle.
- Forget-me-not seeds.
- Tissues.
- Pen and note paper.
- Small star pendant.
- A support pack of information about our services and a 'When Your Child Dies' booklet of practical guidance.

Families can add their own special pieces to the box if they wish, or safely place it away until they are ready to look inside.



Immediate Support

Immediate Support

2wish offers immediate support after the sudden and unexpected death of a child or young person aged 25 years and under. With consent, a professional will pass on the person's details, and they will then be contacted by telephone within 48 hours of the referral by one of our Immediate Support Coordinators.

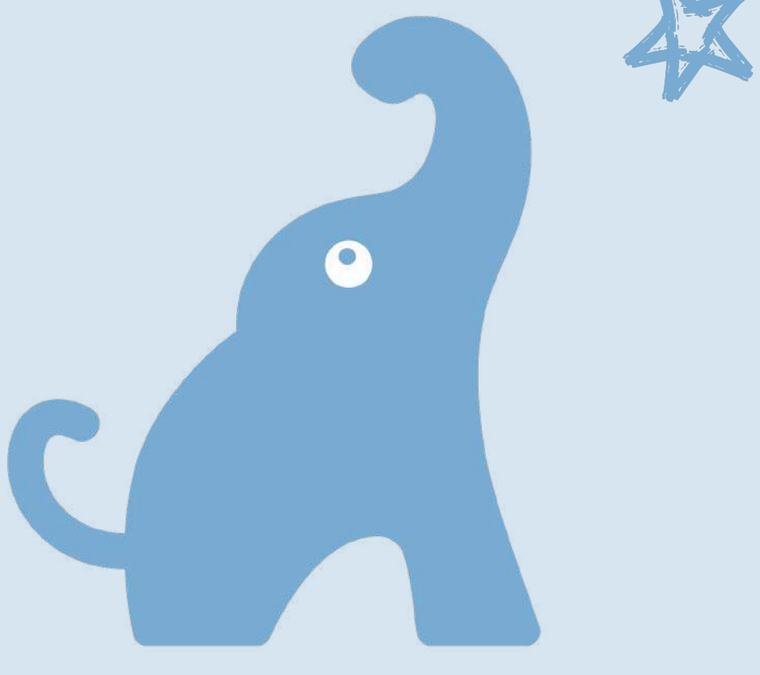
When making the initial telephone contact, the Immediate Support Coordinator will arrange a home visit with the family as soon as possible and assess the individual needs of the person or family they are supporting. Our Immediate Support Coordinators are there to help individuals understand the procedure following the sudden death of a child, provide emotional support, and help in any way they can. Immediate support is provided for as long as risk and need are present.

Of the 204 deaths from 1st October 2022 – 30th September 2023, 47 were historic resulting in 157 families requiring immediate support.

97% of families have received an initial support call within 48 hours. The remaining 3% had a call within 7 days as requested by the professional or individual referring into the service.

"The support that we've had from 2wish has been amazing. We were a bit adrift. Helen was amazing and set us on the right track.

You were a lifeline – we weren't alone and had you to turn to.



Ongoing Support

Ongoing Family Support

Over time, we see individuals gain more independence and the Immediate Support comes to an end. The Immediate Support Coordinator will inform individuals about other ways they can access ongoing support through 2wish, should they need it.

The ongoing support is not time limited, allowing access any time after the death of a child or young person. We do not put a timeline on grief and our services can be accessed at any time, whether the death happened yesterday or twenty years ago.

Counselling

Counselling doesn't aim to hurry the process along; it supports people as they grieve, in their own way and in their own time. 2wish provide funded sessions of 1:1 counselling with a local, qualified, BACP registered counsellor.

This service can be accessed as an individual, a couple, or as a young person. We can also offer counselling sessions via instant messaging or over the phone if preferred.

In the past year, we have approximately 101 Counsellors, 22 Play Therapists and 29 Complimentary Therapists working with us to provide ongoing support for those who need it.

> It really is so good that 2wish don't just give up on people if at first, they're not ready for support because today was invaluable and so so needed in a small place like Pembs

> It was a real struggle to leave the house for my complimentary therapy session but I'm so glad I went because I feel so much more relaxed

> Meeting other parents through the focus support group who had lost a child gave me another network of like minded people who really understood my grief

Focus Support Groups

Focus Support Groups are closed groups facilitated by two qualified and registered counsellors and are held weekly for six weeks. The focus groups bring together a small group of bereaved family members who have lost their loved one in a similar way. The focus is on group talking, sharing and helping each other

We delivered five Focus Support Groups, supporting 36 individuals.

Ongoing Support (continued)

Complementary Therapy

2wish offers complementary therapies like reflexology, aromatherapy massage and Yoga. All are proven to have calming, soothing, and rebalancing benefits, effective for treating stress, anxiety, and insomnia. Complementary therapies can be used solely or combined with counselling.

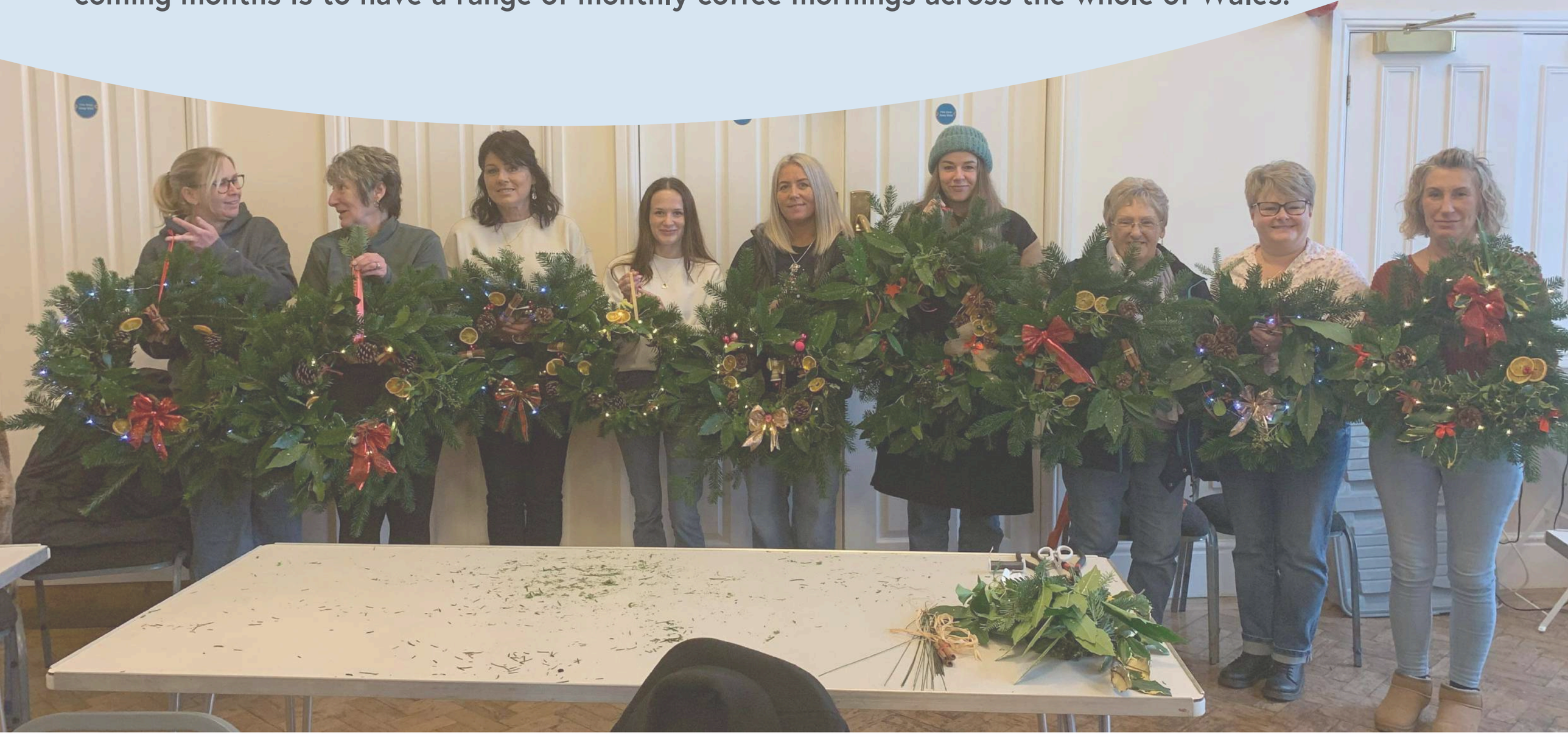
Monthly Support Events

Regular support events are held throughout the year. They are tailored for Mum's, Dads, siblings, extended family, and friends. Our events offer the opportunity to enjoy new experiences whilst coming together with others who understand the journey of bereavement and loss. We delivered 18 support events including:

- **Wreath Making**
- **Pottery Class**
- **Alpaca Experience**
- **Sea Glass Workshop**
- **Manor Park Family Day**

Coffee Mornings

As part of our ongoing support at 2wish we have introduced monthly Coffee Mornings across Wales. This allows bereaved individuals an opportunity to come together in a safe, supported environment to meet others with a shared experience. These events create additional networks of support for our families. Our first coffee morning was in July 2023 and we have delivered 5 so far. The plan in the coming months is to have a range of monthly coffee mornings across the whole of Wales.



Ongoing Support (continued)

Ty Uchaf is a beautiful respite cottage, situated just South of Caernarfon in North Wales, less than 30m from the beach. The cottage is available for families, professionals and others to have quality time away to rest, reflect or reconnect. Guests can choose to engage in local attractions, or simply appreciate the natural beauty of their surroundings, spending quality time with loved ones, or much-needed time alone.

Ty Uchaf started taking bookings in February 2023, 24 families have enjoyed the respite cottage up until October 2023.

What our families had to say...

"Geraint and Fiona are incredible people to offer this special place for others to share. They were so welcoming and helpful."

"The atmosphere there was so calming and regenerative, we've come away with renewed strength to deal with what lies ahead for us."

"We have many scenes of the beautiful surroundings imprinted in our minds that we can use to carry us through the "dark days" when they come."

"Thank you all again and we hope to bring the children to Ty Uchaf as soon as we can."

"We are having an amazing time at Ty Uchaf and don't want to come home.
I wish we could stay for ever."

"We had the most amazing stay at Ty Uchaf and just wanted to pass on our thanks to you and everyone at '2 Wish" for making it possible."

Children and Young People

2wish offers support for any child or young person following the sudden and unexpected death of a child or young person aged 25 years and under. With consent from a parent or guardian, our Children and Young Person Coordinator will provide immediate and ongoing emotional and practical support to siblings, relatives, and friends.

We understand that sometimes young people feel isolated in their grief and may struggle with difficult emotions or feel alone. We offer a safe space for them to speak privately with one of our friendly team about their feelings, emotions, and anything else they wish to talk about. We hold regular support events giving children and young people the opportunity to enjoy new experiences in a safe environment and meet others who have experienced a similar loss. 2wish also help schools, colleges and universities with bereavement support which can be provided through bespoke workshops, group, and individual sessions.

Play Therapy

Play Therapy is a form of psychotherapy that uses play to help children deal with emotional and mental health issues. By using play and creative techniques, children are able to explore their feelings and thoughts and begin to process and understand muddled feeling and upsetting events.

Play Therapy is suitable for children aged 4-12 years old. All of our Play Therapists are BAPT or PTUK registered.

Children and Young People Events

We hold regular support events giving children and young people the opportunity to enjoy new experiences in a safe environment and meet others who have experienced a similar loss.

Some of the events include:

- Climbing Event
- Pottery Workshop

> “Although we support families and children that have been affected by the sudden death of a child or young person, I realise that a huge proportion of those children have pre-existing mental health issues." - Nicola Watts

Support for Professionals

It may be assumed that because of someone's job role, that they may encounter death, it won't affect them and that it's part of the job and they 'used to it'. However we know that this isn't necessarily the case - it could be immediate or it may take days, weeks, months or years, but the feelings of grief may catch up with that person.

Professionals such as funeral directors, GPs, teachers, sports coaches, health visitors, legal teams and so many more who have to deal with child death as part of their working lives, but may never have received support or training in how to best support or training in how to best support the loved ones they come into contact with.

In 2016, we officially extended the offer of support to professionals from any sector who, at any point in their career, have been affected by the sudden and unexpected death of a child or young person.

We are able to offer support in a number of ways, all of which are confidential and arranged by 2wish. We strive to work with professionals to ensure that we can offer support in a way that fits with work commitments and daily life.

"The loss of a child is unimaginable. 2wish allows us to give parents something to leave with rather than just an empty heart. The elephants offer so much to bereaved siblings and are treasured items. As a clinician who has dealt with many child deaths, I did not identify that I was struggling, but 2wish helped and supported me through this. The counsellor I saw was amazing and listened to me, helping me find a way forward. The girls in the office always check you are okay and I know they are always there for a coffee and a cwtch if I need it."

Support for professionals affected by sudden death in young people

provided by 2wish

"It's so amazing to know that there is support for professionals, sometimes we have to go straight back to "the job" after losing a baby or child, so we tend to push aside our feelings to be there for the family, other patients and do the best job we can. but in doing this we also forget that we are human and that we feel the pain of that loss too. I've sat in cupboards crying and then wiping my tears, quickly pulling myself together to help other children. This campaign honestly means so much and I'm sure i speak on behalf of many of my collegues, because looking after children and their families in such difficult and heart-breaking circumstances is one of the hardest parts of our job. I think we often forget that we need looking after too."

Support for professionals affected by sudden death in young people

provided by 2wish

Hope's Story

Where to start, we lost our baby girl Hope on the 7th of March 2023, we are heartbroken. Hope didn't get to leave the hospital but that didn't stop us making memories with the time we had with her, she always let the nurses know how she was feeling, she would try and pull her tubes out!

Hope was very strong for a baby, dad called her 'The Hulk', mum enjoyed reading books to Hope every day. We always talk about the time we had with her, she is never forgotten and always in our hearts.

The nurses on NICU were great, they all got to know Hope very well and liked to look after her, they would rush to be the first one in her room to look after her. Hope's favourite teddy was the rabbit you can see in the picture.

It has been just over a year now since Hope passed away, for her birthday we set a ballon off and we lit a candle. We also have a shelf with pictures and Hopes favourite teddys.

We received a 2wish memory box which allowed us to do hand and footprints, 2 elephants which we put one with Hope and kept one for Hopes shelf, we also had forget me not seeds, the support we have had and still getting to day is amazing, Jo comes out to see us and is always just a phone call away, Jo has been amazing support for us.

The cottage in north Wales was great, it allowed us to get away and just chill. We are going back in June and can't wait; Fiona and Ger are amazing.

Thanks Charlene and Craig

Marketing & Comms

Marketing Summary

Marketing Department Development

Financial year 22 - 23 saw the introduction of a Head of Marketing & Communications role, to manage the relationships between marketing and the wider departments, build a marketing strategy, and facilitate the expansion of 2wish into England

Marketing & Communications - Focus & Priorities

An assessment of the marketing & Comms team's resource and capacity was conducted to evaluate how the departments time and focus is taken up across its functions. The breakdown was gauged to be as follows.

- Fundraising events - 45%
- Corporates / partnerships - 15%
- Other fundraising campaigns & initiatives - 10%
- Support campaigns / activity - 15%
- 2wish expansion - 8%
- Solely marketing lead activity (Below the line) - 5%
- Solely marketing lead activity (Above the line) 2%

This concludes that 70% of the work we do in marketing is to facilitate the fundraising team in one way or another.

To become a more well rounded department and therefore charity, we need to even out the balance, meaning more support related content, more storytelling around who we are, what we do, why we do it, and the positive effect this has.

In the marketing business plan, a selection of targets were set out to help balance our marketing focus and the comms we put out.

- Write / coordinate one piece of support content per month
- Deliver marketing campaigns for large scale brand recognition. X3 yearly.
- Deliver an ongoing video content strategy
- Make our website a form of support in itself. with informative and helpful resources and content

Campaign Planning

Expansion planning

The tail end of the financial year saw the first significant movement in preparation for our expansion. A general look and feel was signed off for the new website, allowing ITCS to make progress on the final build.

We confirmed that we would work with Orchard on the media buying and creative for the launch campaign (which forms 1of 3 large scale campaigns projected for colander year 2024).

We set out our requirements, target areas and goals for the campaign.

The launch campaign would target several expansion areas, with a combination of radio and out of home advertising. Chiefly targeting Avon & Somerset. It was decided that we would not cover all expansion areas with this campaign, as this would severely dilute the coverage in each area. We would instead opt to make a bigger impact in fewer areas than stretch the budget.

However, our PR and paid social branches of the campaign would target the full expansion area to maximise reach.

Supporting North Wales

Budget was also set aside to advertise in north Wales, mirroring our activity in England.

The decision was made to extend the campaign to North Wales to increase awareness in the area. Fundraising in North Wales is gaining momentum, but without the level of awareness we have in South Wales, it's much harder to acquire donations, ticket sales, purchases etc.

Paid Social

This year saw our first step into paid social media advertising, promoting our annual Elephant Dip. The campaign was a resounding success, with the event reaching record numbers in attendance, with a significant portion of tickets sold through our paid ad.

Paid ads will form a regular part of our advertising plan across event promotion and awareness (as part of our 3 large scale awareness campaigns)

Fundraising

Registered with FUNDRAISING REGULATOR

Community

March 2023

In March 2023, Josie and Ian organised an Afternoon Tea at 57 Bridge Steet, Usk, in memory of their daughter, Esmee, on her 18th Birthday. It was a fantastic afternoon supported by our 2wish volunteers. The afternoon raised £5,017.81.

May 2023

Steve James was warmly received at 2wish HQ on September 23rd, where we had the honour of holding a cheque presentation. This event celebrated his remarkable fundraising efforts in memory of his daughter, Beth. Steve undertook a challenging cycling journey from Cardiff to Tenby and back in May 2023, raising an incredible total of £14,732.47.

June 2023

On June 30th, schools across RCT came together to support our cause on Wear Blue Day. Students, teachers, and staff donned their best shades of blue, not just to express support, but to actively contribute to fundraising for 2wish. This display of unity served a dual purpose, raising both funds and awareness for the organisation. Through collaborative efforts, these schools raised an impressive £729.79.

June 2023

On a sunny Saturday morning, the lovely Lemonade Girls, Sienna-Rose, aged 7, and Harmony-Rose, aged 4, embarked on a fabulous fundraising event to support 2wish. With creativity and enthusiasm, they transformed their front garden into a bustling lemonade stand. Armed with homemade posters, colourful bunting, and refreshing homemade lemonade, the duo greeted passers-by in their community raising £315.00 for 2wish.

July 2023

The heartfelt efforts of Bryncelynnog Comprehensive School have been wonderful, as they have raised a fantastic sum of £1513.37 in memory of a special friend and classmate. What is particularly touching is their decision to donate the refunds from their cancelled prom due to lockdown, turning a disappointing situation into a meaningful opportunity to give back. This gesture shows the kindness and thoughtfulness of the Bryncelynnog community, and we are extremely grateful for their generosity during this time.

September 2023

2wish is the Sixth Form charity at Ysgol Gyfun Gymraeg Glantaf. In the wake of a profound loss, the commitment shown by staff and pupils of the sixth form has been fantastic. Witnessing their camaraderie and tireless work ethic has been uplifting and remarkable to witness. A fantastic amount of funds has been donated to us here at 2wish as a result of a sponsored walk. £4,500 was raised and this was just the beginning!

In It Together Festival

26-28th May 2023

2wish were proud to be the chosen charity for the In It Together Festival in May 2023, Old Park Farm, Margam, Port Talbot.

The festival team produced 2wish bags to sell to festival go-ers. Our 2wish team, Gorgeous George, and volunteers spent 3 days spreading awareness across the festival.

Events

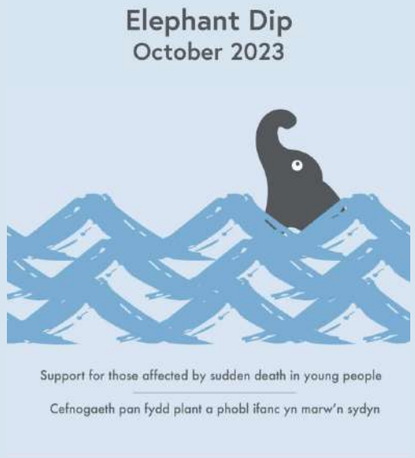
The year between October 2022 and September 2023 was a significant year of growth for our charity. The communities across the whole of Wales made an enormous contribution to our fundraising efforts.

We are so grateful to individuals, families, friends, and members of the community for supporting 2wish and enabling our service to continue for those who need us.

Kilimanjaro
12 - 22/10/22

Raised: £114,348

Elephant Dip
20/11/22



Raised: £710

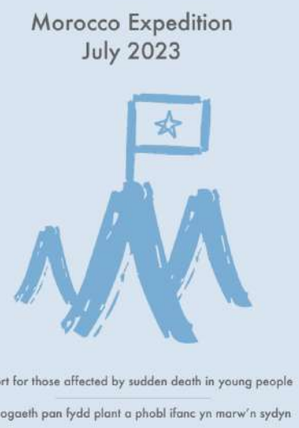
Christmas Soiree
02/12/22

Raised: £3,272

The Little Ball of Hope
11/06/23

Raised: £35,855

Morocco Expedition
24/07/23



Raised: £3,393

World Elephant Day Walks
11/08/23

Raised: £1,467

2wish is proud to be registered with the Fundraising Regulator. We are committed to the Fundraising Code of Practice.

Registered with FUNDRAISING REGULATOR

Kilimanjaro

12th - 22nd October 2022

Our CEO and Founder, Rhian Mannings, was joined by 20 supporters of 2wish embarked on the journey up the mighty Mount Kilimanjaro, carrying our stars in their hearts, all the way to the summit.

Rhian carried 22 letters over the globe and all the way up Mount Kilimanjaro in her backpack, these letters were written by 22 bereaved parents, siblings, or family members; one for each of our intrepid walkers.

What a way to celebrate our 10th year of ensuring that no suddenly bereaved family who has lost a child or young adult aged 25 and under is left alone to cope!

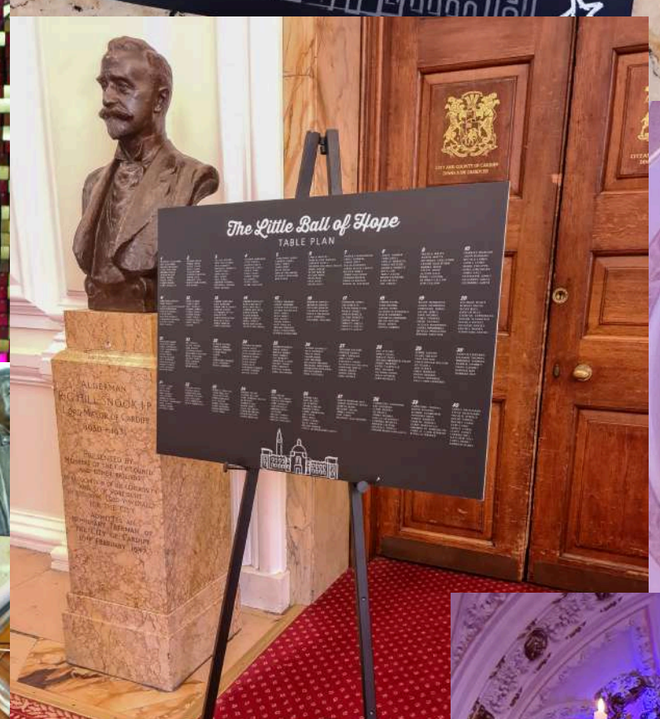
The Little Ball of Hope
11th June 2023

The most anticipated 2wish event of the calendar took place on 11th June 2023 at City Hall, Cardiff. Kindly sponsored by Hugh James and NFU Mutual.

The event saw over 400 people attend and over £35,000 raised.

Our Little Ball of Hope has been such a special event for both 2wish families and supporters over the years and is a great way for us to thank those who have been involved with the charity for all their hard work and support.

It was, as always, an event like no other, full of love and hope as we remember our brightest stars and celebrate the work of the charity.

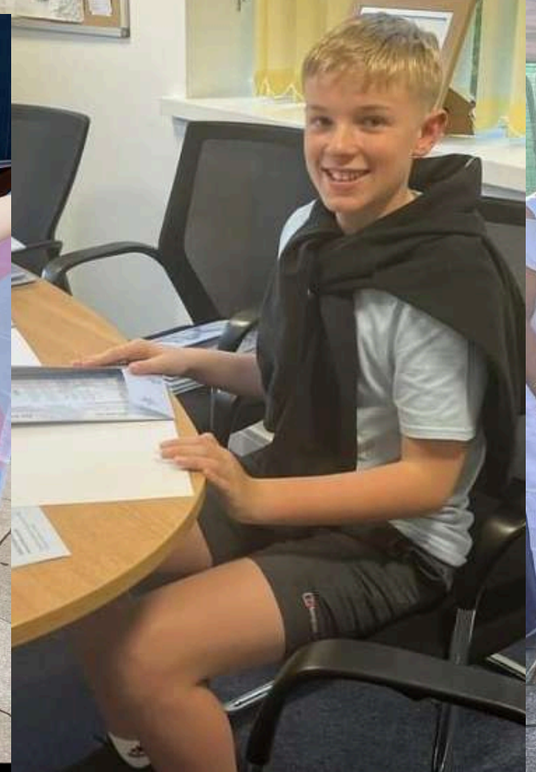


Volunteers, Ambassadors and Welfare Officers

From October 2022 - September 2023

- 80 Volunteers
- 20 Ambassadors
- 12 Young Ambassadors
- 12 Welfare officers

Thank you to each and every one of you!



Volunteers, Ambassadors and Welfare Officers (Continued)

Volunteers

We could not do what we without their help and support. We have worked hard to build a community of volunteers and appreciate all that they do to support us.

There are many ways in which they can get involved from bucket collections, attendings fayres and networking events with our awareness stand and or pop up shop, putting together memory boxes and support packs or helping out with office administration.

"Volunteering with 2wish has brought me so much joy. I love spending time with the fabulous volunteer team, we always end up having so much fun and I never leave a volunteering event without a smile on my face and a lovely sense of belonging.

I've met so many wonderful people and 2wish families throughout the different events." - Elinor Ridout

Ambassadors

Our charity volunteer ambassadors play a key role in raising awareness and support for 2wish through speaking and representing the charity in the community. They are passionate about our aims and objectives and highlighting the charities key messages.

Ambassadors help us by;

- Inspiring their communities, families, and friends to support the charity.
- Attending community fundraising events and cheque presentations.
- Giving presentations and talks in the community and at events.
- Attending 2wish events to lend a hand and cheer on our amazing participants.
- Promoting 2wish campaigns.
- Working with the community fundraiser to aid with research.

Generally, volunteers are invited to become ambassadors and we could not do without their constant love, help, and support.

Young Ambassadors

Young Ambassadors are the next generation of leaders and fundraisers for 2wish. They often come with first-hand experience about growing up through their most formative years, whilst also navigating their way through grief.
We're so proud to have so many young people volunteering for 2wish, representing the charity in their schools, colleges, and extra-curricular clubs.

Welfare Officers

2wish currently provide a team of trained volunteers (Welfare officers) to attend some major running events in Wales, to provide support to individual runners and their families in the case of an emergency.

Following the sudden death of two runners at the Cardiff Half Marathon in 2018, the charity was approached by Run4Wales and the idea of Welfare Officers was discussed. These officers, who have received training from us, attend the events representing 2wish and are on hand, placed at event control, to support in the event of an emergency.

Finance

Trustees Report

2WISH

CHAIR'S STATEMENT

FOR THE YEAR ENDED 30 SEPTEMBER 2023

Chair's Statement

As I write this annual report in my role of outgoing Chair of Trustees for this wonderful and unique charity, I ponder my time served on the Board and the incredible journey we've been on from when I started my role as Trustee more than eight years ago. The charity has developed from a group of Rhian's family and friends sat around her kitchen table in the early days, to one that is now Wales wide and very soon to be UK wide, with a continually growing team of 21 across Wales, supporting hundreds of bereaved families every year, working with all relevant agencies and stakeholders, fundraising hundreds of thousands of pounds and engaging with ambassadors, supporters, businesses and major events across Wales.

This year alone we have received 204 referrals following the death of a child or young person and 1,367 since the charity was formed in 2012. That's approximately 6,313 family members and friends who have been supported by the charity following a devastating loss of a child or young person aged 25 and under. The 2wish team have worked tirelessly to establish pathways and develop strong working relationships with health boards, police forces and coroners across Wales to ensure that when a child or young person passes away, their families and communities are offered the support that they need. Alongside the support we provide to families and communities, we continue to be committed to delivering support to professionals who may be involved when a child or young person dies.

Often healthcare workers and professionals are overlooked in these circumstances as they are 'doing their job', but the toll that these type of events can take can be immeasurable. Our 'You can't pour from an empty cup' campaign was launched in 2023 and recognised the importance of supporting and taking care of our professionals to provide a culture where they are supported and don't feel alone.

This year also saw our first charity partnership with In It Together Festival. This family friendly festival, held in Margam Park in Port Talbot, is a perfect fit for the charity. Not only does the festival partner with the charity from a fundraising perspective, but the 2wish team also raise awareness and promote the charity at the event, a fantastic mutually beneficial relationship and one that is set to continue. Other corporate partnerships fostered this year include Valero, Speedy Freight, JCP Solicitors, The Alchemist, JNP Legal, Queen B, Pure Wealth Management and Tatton Asset Management, all working with us and supporting us to both raise funds and awareness of the charity and our work.

The events and challenges this year have been plentiful, from our beloved Service of Remembrance at Llandaff Cathedral, to our flagship Little Ball of Hope this year held at the prestigious City Hall venue in Cardiff, to our Kilimanjaro and Morocco expeditions, Great Welsh Marathon, Elephant Dip, Christmas Soiree, Elephant Day Walks and many many more, run by both the Fundraising Team and our fantastic families, communities and volunteers. Something for everyone and each bringing in much needed funds to enable us to provide the vital work the Support Team deliver working with bereaved families and communities.

We have also extended our team and fundraising activity and events in North Wales this year with the new role of North Wales Fundraising Co-ordinator. During 2023, we also saw the charity partner with the very kind Fflona and Geraint Williams who provide the use of their holiday cottage, Ty Uchaf in North Wales from May to September, for our bereaved families. The cottage and the beautiful surrounding areas allow our families to get a break and some respite - a wonderful addition to the suite of services and support that the charity is able to provide to our bereaved families.

If this wasn't enough, this year we have focused activity on the importance of men's mental health with the launch of our 'Let's Talk Bereavement' campaign, opening the conversation about men's mental health. The campaign was launched on Father's Day and spanned the month with events including a cricket match, football match and an incredibly honest and moving panel event which saw Dr Rick O'Shea, Bristol Bears rugby player, Callum Sheedy, retired GP, Jonathan Richards, community mental health advocate, Luke Conlon and Ryan Evans, founder of 'Get the Boys a Lift' all speak about loss, men's mental health, cultural and generational factors and gender norms that make it more challenging for men to open up about their mental health. The campaign and the closing event were a fantastic success and raise the profile of such a challenging and often taboo subject.

2WISH

CHAIR'S STATEMENT

FOR THE YEAR ENDED 30 SEPTEMBER 2023

This is all just an overview of the amazing activity this wonderful charity has achieved and delivered in the last few months. It doesn't touch on the extensive and essential immediate and ongoing support that our Support Team provide to families during their darkest times. It only scratches the surface of the amazing work the Fundraising and Marketing Teams are doing to both raise awareness of the charity and vital funds to enable us to continue the fantastic work supporting families. It is really quite extraordinary, given the relatively humble beginnings and it is so exciting to see what is coming next with the planned expansion into England.

So, all that remains is for me to say one final time as Chair of Trustees, thank you. Thank you to our incredible team for everything you do every day to make this incredible charity what it is. Thank you to all of our ambassadors, fundraisers, supporters and corporate partners for everything you do to raise a fantastic sum of money to support our charity.

Thank you to my fellow Trustees, for the essential guidance, governance and support you all give the charity. And finally, to Rhian Mannings, without whom none of this would happen. An incredible woman with an incredible drive to ensure that families are not left alone in the dark, please never underestimate the power of what you have and continue to achieve with our wonderful charity. I shall be watching very proudly from the sidelines.

Jo Foxall
Chair

2WISH

TRUSTEES' REPORT

FOR THE YEAR ENDED 30 SEPTEMBER 2023

The trustees present their annual report and financial statements for the year ended 30 September 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

Objectives and activities

The objects of the CIO are for the benefit of the public, the preservation and protection of physical and mental health of those in Wales and such other areas as the trustees may decide, who have suffered a bereavement of a child or young adult under 25 years of age by:

A. the provision of services including, but not exclusively, the provision of counsel support; and

B. the advancement of education and awareness of the public in relation to the effect that a bereavement or loss can have on families and others.

The charity's aims:

Following the opening of our first bereavement suite in 2013, 2wish has refurbished or established 12 bereavement suites in total. These rooms are an important facility and one that should be accessible to any family member in distress.

The rooms are comfortable and bring much comfort to families at such a difficult time. Discussions have been held with Welsh Government and it has been established by the premises team that no emergency unit in any Welsh Hospital will be refurbished without consideration for such family facilities in the future.

The charity works alongside 101 counsellors, 22 play therapists and 29 complimentary therapists to offer high quality service to suddenly bereaved families and others affected by the sudden loss of a child or young person. With a bank of play therapists established to support bereaved young relatives and friends, we are offering an excellent service.

With short waiting lists we are extremely proud of the difference we are making. 2wish has also established a bank of complementary therapists to offer those referred into our service an alternative to talking therapies.

There remain many families struggling across Wales. As an organisation it is important we continue to raise awareness so families are aware of the support we can offer. This involves multi-agency working and spreading our message so both professionals and families know about 2wish.

Helping to reduce the stigma in respect of mental health also plays an important part in our work. We feel early intervention could reduce the long-term effects of sudden bereavement and we are working with other mental health organisations to improve awareness and bring down barriers.

The staff comprises a team of 20 led by the CEO Rhian Mannings. The team consists of fundraising and events team, finance, and a support team, who work closely together to make a difference for bereaved families.

Public Benefit

2wish has worked hard to build successful relationships with police forces and health boards across Wales and this has led to formal partnership agreements being developed. Families can then be discussed, safeguarding can be considered for both staff and families, and partnership working has shown that families receive the support they deserve. This also means that as more organisations become aware of 2wish and the support we offer, an increasing number of families will be referred to the charity. The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

Based in South Wales, with staff in North Wales and West Wales, the charity has gone from strength to strength in the last 12 months. We are soon to expand across the border into England and will begin delivering our service in the border counties of Wales and England from January 2024. As well as securely recording family information, we regularly analyse this information, looking for trends or factors that may be contributing to sudden child death. We produce statistics to show where deaths occur, causes of death and other factors which we hope may help reduce sudden death in children and young people in the future.

- To raise awareness of our charity and the importance of bereavement support.
- To provide training for professionals including health staff and police officers,
- To provide immediate support for families following the death of a child or young adult.
- To provide support for anyone who witnesses a traumatic death of a child or young adult.

The charity offers a unique service in Wales, working closely with both health professionals and police forces. Every Welsh emergency and critical care unit has access to the immediate support pathway constructed by 2wish. The charity can receive a phone call minutes after the death if a parent consents, allowing our team to support that family. Between October 2022 and September 2023, we supported 204 families, the majority using our immediate pathway to access our support. Families can, however, access our services at any time during their journey through their grief.

The CEO, Deputy CEO and Support staff continue to deliver training sessions and conferences across the country to promote 2wish but also to discuss bereavement care in sudden and traumatic situations.

Many hours have been spent with police officers to discuss how to support families and the importance of a sensitive approach to families. Work has also been done with Emergency Unit and mortuary staff to highlight the work that the charity undertakes.

Support is available for those who witness the death of a child or young adult and for those working in professional services. The charity regularly receives referrals from police officers and GPs enquiring about support for those people who are not related to the individual who passes away. The charity is educating organisations about this pathway and the importance of supporting all of those involved in trauma and sudden loss.

Everything 2wish does follows the above aims and objectives. We work hard to benefit families and those affected by the sudden death of a child or young adult and, using these aims, we believe we are making a difference by helping families through the most difficult of times. Emphasis is on the immediate family consisting of parents and siblings, however, our organisation has developed the support available for everyone affected by sudden loss. Grief and bereavement affect everyone very differently, so it is important our staff are aware that these individual needs are met. Our services are always evolving and, by working with professionals involved directly with the bereaved families, our support has an incredible impact.

2wish continue to be proud of our achievements. It has been another busy period with the number of families being referred increasing, here are the figures for our financial year:

- 15 families in 2014/15
- 84 families in 2015/16
- 117 families in 2016/17
- 136 families in 2017/18 (109 immediate, 27 historic)
- 207 families in 2018/19 (135 immediate, 72 historic)
- 195 families in 2019/20 (145 immediate, 50 historic)
- 177 families in 2020/21 (135 immediate, 42 historic)
- 229 families in 2021/22 (180 immediate, 49 historic)
- 204 families in 2022/23 (157 immediate, 47 historic)

Trustees Report (continued)
Finance Report

Each family can have multiple individuals needing help, fundraising has needed to increase to meet the demand. There have been many successful events and meetings to raise awareness and to highlight the importance of supporting suddenly bereaved families. Regular meetings continue between 2wish staff and important stakeholders across Wales. The response to our work has always been positive and has resulted in the development of several partnerships.

Without the support of police forces, health boards and other organisations, 2wish would not be able to support families. Our team has also changed over the last 12 months. The support team consists of four immediate support coordinators working alongside three members of staff who coordinate the long-term counselling and support for the families. We have appointed a children and young person coordinator to offer a specialised service to young people affected by the death of their family member or friend.

Our volunteers engage in both our own events and in community events. There are over 124 volunteers, all of whom contribute and make a difference. Collaborating with the staff and volunteers is a growing group of counsellors and play therapists. These individuals work with our families and are paid by the charity to provide the care and support families require. The number of counsellors, play therapists and complementary therapists grows in line with referrals.

The support team meet regularly with them and working together is the only way we can provide the best service. Our events continue to be highly successful in terms of raising both awareness of the charity and funds. Many of our events combine fundraising with raising awareness, as well as being social occasions for the families we support. In this respect our fundraising, events and marketing team offer services beyond the normal remit of simply fundraising. Our events fulfil part of our aims and objectives too.

Financial review

	2023 £	2022 £
Income	1,907,905	758,062
Expenditure	(1,004,508)	(830,158)
Actual Operational surplus/(deficit) in period	**903,397**	**(72,096)**

The operational surplus above can be seen to be attributed to an unrestricted deficit of £1,195 and a restricted surplus of £904,592 (2022: unrestricted deficit totalling £103,148 and restricted surplus of £31,052). The charity made an unrestricted surplus on investments of £298 (2022: loss £60,916) during the year which resulted in a net unrestricted deficit of £897 (2022: deficit of £164,064). The unrestricted reserves as at 30 September 2023 totalled £516,964 (2022: £517,861), of which £58,358 (2022: £81,092) are free reserves (unrestricted reserves less intangible assets, less fixed assets, less designated funds).

Although the reported figures show a significant surplus in FY23, this funding is already commimitted to continue to support the work that 2wish does in Wales and drive the expansion of our services in England.

2wish has a current policy of maintaining reserves as outlined in our reserves policy. As awareness of the work of the charity grows, so do referrals which require support and therefore funding. The charity's plans for expansion to extend across Wales, increasing awareness and support is crucial to our aims and objectives and funding is required for these future projects.

The support and services provided to families is ongoing and it is imperative that this support can continue should there be a fall in income. We aim to hold reserves of £1,000,000, based on one year's costs assumptions are considered appropriate for this purpose. We continue to work hard to build our reserves.

Trustees Report (continued)

The principal risks and uncertainties facing the charity as identified by the charity trustees are:

Funding: We are a partially self-funded charity and rely on the generosity of our supporters. The charity sector is flooded with much competition for supporters' donations. One of the key issues affecting charities is the ability to raise funds from events effectively.

There is no certainty in such events bringing in similar income as the previous year. To mitigate this, we have increased our fundraising and events team and have set targets. We have secured alternative funding streams which are spread over a longer period or are for specific projects.

Competition: Although the charity has excellent local support it is not as established and well-known as other local charities. We are always working to improve awareness of our work, which in time should help us to become even better known.

Succession: There is a clear need for succession within the charity. This goes together with the staff structure which has been developed in this financial period. As we enter a period of very rapid expansion of our services and our staff, we have focused on the staff structure in the future to allow for continued succession planning.

Plans for future periods

Our 10-year project to expand across England will commence service in January 2024. The first phase will encompass death referrals from the following counties on the England/Welsh border; Cheshire, Shropshire, Herefordshire, Worcestershire, Avon & Somerset, and Gloucestershire.

Our project plan follows structured steps which will enable us to replicate our service model, allowing us to deliver our much-needed support to those affected by sudden death in our remit from day one of our launch. The project progress and risks are monitored by the senior leadership team in close collaboration with the board.

Structure, governance and management

Organisation structure and decision making
The charity is a Charitable Incorporated Organisation formed on 8 July 2016. The charity's governing document is CIO – Foundation registered 8 July 2016.

The charity is managed by the Chief Executive Officer (CEO) who delegates authority for project management and charitable activities to the Senior leadership team and other office-based administrators and self-employed field staff (counsellors) and employed field staff.

The CEO meets with the administrative team daily and keeps in regular contact with field staff members. The Board of Trustees meets on a bi-monthly basis. Specific issues are brought to the attention of the Chair or other members of the board for a review, thereafter, being ratified at a full board meeting. All day-to-day management decisions are made through the above outlined management structure. Decisions referred to the Board relate to changes in strategic direction, policy, or risk management.

Risk management
The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. A risk register has been adopted using a traffic light system to flag up risks. Any amber or red risks are reviewed and assessed by the trustees at alternate Board of Trustee meeting and thereby ensure that systems are in place to mitigate exposure to major risks.

Key management personnel
The pay of key management personnel is reviewed annually alongside a general review of all staff salaries. Salaries are benchmarked against comparable size charities who operate in the region. Policies and the risk register are reviewed regularly and to a schedule.

Trustees' recruitment and induction
All the trustees are required to submit a curriculum vitae and complete an informal application process where they are invited to set out what skills and benefits they can bring to the board. A prospective applicant then typically meets the CEO and/or the Chair to discuss the application The applicant may also attend a board meeting as an observer. If acceptable to both sides, an applicant will be proposed to the Board after the process and the appointment is put to a vote.

The formation of the Board of Trustees is undertaken based on skills need analysis as well as a general risk management and assessment of the needs of the charity. The charity aims to attract trustees who can add value to the charity.

The requisite management skills are deemed to be accountancy, human resources, legal, public relations, marketing and communications, all of which are represented by experienced individuals on the Board. All trustees are provided with a welcome pack which includes legal and regulatory framework regarding their responsibilities on recruitment. Induction is on a one-to-one basis with other trustees or the CEO. The trustees can meet with operatives of the charity, visit projects and participate in further training and charitable events. We are continually looking out for potential trustees who may add to our board's skill and knowledge set.

Approach to financial investments
Decisions about the investment strategy are governed by the finance committee and approved by the board. 2wish's investment portfolio was managed by Nugenis Financial Planning (formally Maven) during 2022/23 according to the board's instructions.

The board recognises it has a responsibility to consider any ethical implications of its investments. The investment strategy is reviewed by the board with investment managers on an annual basis. Investments reports are disseminated to the board monthly with the management accounts, to review performance. 2wish does not depend on investment returns to fund its short-term operational requirements and is, therefore, able to tolerate short-term volatility of its investment portfolio. Our investments are risk averse, which is consistent with a strategy of seeking to generate longer term income.

Reference and administrative details

Registered charity number
1168140

Principal address
Ground Floor, Unit 7
Magden Park
Llantrisant
CF72 8XT

Trustees

M Sayce	- Chair	
J Foxall	- Chair	(resigned 31/01/2024)
A Beckley	- Treasurer	
T Agland	- Trustee	
C Grey	- Trustee	(appointed 31/01/2024)
R Legge	- Trustee	(appointed 31/01/2024)
S Bolton	- Trustee	(resigned 04/09/23)
S Simpson	- Trustee	
Dr L Groves	- Trustee	
L Sheehy	- Trustee	
J Jones	- Trustee	
M Jones	- Trustee	(resigned 31/01/24)
M O'Shea	- Trustee	(resigned 31/01/2024)
V Sheap	- Trustee	(appointed 01/04/24)

Key management personnel

R Mannings	- CEO
E Kneebone	- Deputy CEO, Head of Bereavement Service
R Williams	- Head of Finance
D Magill	- Senior Fundraising Manager
A Bate	- Head of Marketing

Auditors
Azets Audit Services
Ty Derw
Lime Tree Court
Cardiff Gate Business Park
Cardiff
CF23 8AB

Bankers
Lloyds Bank
31 Queen Street
Cardiff
CF10 2AG

Investment providers
Nugenis Investments
Oak Tree Court
Mulberry Drive
Pontprennau
Cardiff
CF23 8RS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2023

The trustees' report was approved by the Board of Trustees.

M Sayce
Trustee
Dated: 24th July 2024

STATEMENT OF TRUSTEES' RESPONSIBILITIES

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 30 SEPTEMBER 2023

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF 2WISH

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF 2WISH

Opinion

We have audited the financial statements of 2wish (the 'charity') for the year ended 30 September 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity's affairs as at 30 September 2023 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a materal misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF 2WISH

Responsibilities of trustees
As explained more fully in the statement of trustees' responsibilities, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements
We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Other matters

Under the Charities Act 2011, the charity was exempt from audit for the year ended 30 September 2022. As a consequence, the financial statements of the charity for the year ended 30 September 2022, which form the basis for the corresponding figures presented in the current period's financial statements, were unaudited. For the year ended 30 September 2023, the trustees were no longer able to take advantage of the exemption from audit available under the Charities Act 2011.

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has now been withdrawn.

This has been done in order for the financial statements to provide a true and fair view in accordance with current Generally Accepted Accounting Practice.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Azets Audit Services

26 July 2024

Azets Audit Services

Chartered Accountants
Statutory Auditor

Ty Derw, Lime Tree Court
Cardiff Gate Business Park
Cardiff
United Kingdom
CF23 8AB

Azets Audit Services is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

2WISH

STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 SEPTEMBER 2023

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	As restated Unrestricted funds 2022 £	Restricted funds 2022 £	As restated Total 2022 £
Income and endowments from:							
Donations and legacies	3	418,327	-	418,327	409,919	-	409,919
Charitable activities	4	18,560	1,263,532	1,282,092	25,354	207,439	232,793
Other trading activities	5	198,853	-	198,853	113,260	-	113,260
Investments	6	8,633	-	8,633	1,840	-	1,840
Other income	7	-	-	-	250	-	250
Total income		644,373	1,263,532	1,907,905	550,623	207,439	758,062
Expenditure on:							
Raising funds	8	128,147	-	128,147	97,803	-	97,803
Charitable activities	9	517,421	358,940	876,361	555,968	176,387	732,355
Total expenditure		645,568	358,940	1,004,508	653,771	176,387	830,158
Net gains/(losses) on investments	13	298	-	298	(60,916)	-	(60,916)
Net movement in funds		(897)	904,592	903,695	(164,064)	31,052	(133,012)
Fund balances at 1 October 2022		517,861	72,702	590,563	681,925	41,650	723,575
Fund balances at 30 September 2023		516,964	977,294	1,494,258	517,861	72,702	590,563

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

BALANCE SHEET

2WISH

BALANCE SHEET

AS AT 30 SEPTEMBER 2023

	Notes	2023 £	£	2022 as restated £	£
Fixed assets					
Intangible assets	**15**		5,402		7,362
Tangible assets	**16**		13,204		9,407
Investments	**17**		374,205		371,171
			392,811		387,940
Current assets					
Debtors	**19**	101,092		127,108	
Cash at bank and in hand		1,041,327		167,839	
		1,142,419		294,947	
Creditors: amounts falling due within one year	**20**	(40,972)		(92,324)	
Net current assets			1,101,447		202,623
Total assets less current liabilities			1,494,258		590,563
Income funds					
Restricted funds	**23**		977,294		72,702
Unrestricted funds					
Designated funds	**24**	458,606		456,769	
General unrestricted funds		58,358		61,092	
			516,964		517,861
			1,494,258		590,563

The financial statements were approved by the Trustees on 24th July 2024

M Sayce
Trustee

STATEMENT OF CASH FLOWS

2WISH

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 SEPTEMBER 2023

	Notes	2023 £	£	As Restated 2022 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	27		875,797		(167,338)
Investing activities					
Purchase of intangible assets		(800)		(4,000)	
Purchase of tangible fixed assets		(7,408)		(3,762)	
Purchase of investments		(259,605)		(323,715)	
Proceeds on disposal of investments		284,583		121,500	
Investment income received		8,633		1,840	
Net cash generated from/(used in) investing activities			25,403		(208,137)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			901,200		(375,475)
Cash and cash equivalents at beginning of year			171,935		547,410
Cash and cash equivalents at end of year			1,073,135		171,935
Relating to:					
Cash at bank and in hand			1,041,327		167,839
Cash equivalents held in listed investments			31,808		4,096

NOTES TO THE FINANCIAL STATEMENTS

1 Accounting policies

Charity information

2wish is a charitable incorporated organisation registered on 8 July 2016. It's principal office is Ground Floor, Unit 7, Magden Park, Llantrisant, CF72 8XT.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Event and sponsorship income is recognised when the event is held or the service is provided . Any amounts received in advance are deferred.

Fundraising income is recognised on receipt.

1 Accounting policies **(Continued)**

Grants are only included in the SoFA when the general income recognition criteria are met.

In the case of performance related grants, income must only be recognised to the extent that the charity has provided the specified goods or services, as entitlement to the grant only occurs when the performance related conditions are met.

Capital grants are released to the Statement of Financial Activities in the year of receipt. Fixed assets relating to capital grants are capitalised, and depreciation charged is offset against the grant income, in a restricted fund.

Turnover is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Costs of raising funds comprise the costs in relation to generating income such as fundraising activities.

Expenditure on charitable activities includes all costs relating to the furtherance of the charity's objectives as stated in the trustees report and their associated support costs.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

There has been no offsetting of assets and liabilities, or income and expenses.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Intangible assets acquired on business combinations are recognised separately from goodwill at the acquisition date where it is probable that the expected future economic benefits that are attributable to the asset will flow to the entity and the fair value of the asset can be measured reliably, the intangible asset arises from contractual or other legal rights, and the intangible asset is separable from the entity.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Software	3 years straight line basis

1 **Accounting policies** **(Continued)**

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold Improvements	20% straight line basis
Office Equipment	20% straight line basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the period.

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.9 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.10 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.11 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

1 **Accounting policies** **(Continued)**

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.12 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets.

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.13 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.14 Leases

Rentals payable under operating leases are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
Donations and gifts	418,327	409,919
Donations and gifts		
General donations	404,489	407,074
In memoriam donations	13,838	2,845
	418,327	409,919

4 Charitable activities

	2023	2022
	£	£
Grants	1,276,136	232,793
Training income	2,300	-
Rental income	3,656	-
	1,282,092	232,793
Analysis by fund		
Unrestricted funds	18,560	25,354
Restricted funds	1,263,532	207,439
	1,282,092	232,793

Grants		
Welsh Government	109,269	61,314
Global Make Some Noise	10,000	14,356
Aneurin Bevan University Health Board	-	35,721
Big Lottery Fund	51,141	58,230
Cardiff and Vale University Health Board	-	1,000
Valour Foundation	1,105,726	-
Zurich	-	7,500
Gwent Project	-	51,672
First Give	-	2,000
The Barratt Development	-	1,000
	1,276,136	232,793

5 Other trading activities

	Unrestricted funds 2023	Unrestricted funds 2022
	£	£
Fundraising events	194,529	107,442
Merchandise sales	4,324	5,818
Other trading activities	198,853	113,260

6 Investments

	Unrestricted funds 2023 £	Unrestricted funds 2022 £
Interest receivable	8,633	1,840

7 Other income

	Total Unrestricted funds 2023 £	Total Unrestricted funds 2022 £
Training Income	-	250

8 Raising funds

	Unrestricted funds 2023 £	Unrestricted funds As Restated 2022 £
Raising funds		
Fundraising costs	5,045	538
Online giving fees	7,202	3,085
Event costs	103,499	68,301
Raising funds	115,746	71,924
Trading costs		
Merchandise	8,982	25,679
Event refunds	-	200
Trading costs	8,982	25,879
Investment management	3,419	-
	128,147	97,803

9 Charitable activities

	2023	2022 As Restated
	£	£
Staff costs	491,210	377,243
Counsellor fees	112,908	125,612
Marketing and printing	14,459	26,752
Memory boxes	20,777	24,057
Office costs	38,381	38,679
Other direct costs	54,314	48,103
Training	4,616	2,323
Travel and subsistence	45,267	33,967
Other staff costs	18,427	6,552
Ty Uchaf Aberdesach expenses	18,475	-
	818,814	683,288
Share of support costs (see note 10)	42,715	41,739
Share of governance costs (see note 10)	14,832	7,328
	876,361	732,355
Analysis by fund		
Unrestricted funds	517,421	
Restricted funds	358,940	
	876,361	

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2023

10 Support costs

	Support costs	Governance costs	2023	Support costs	Governance costs	2022	Basis of allocation
	£	£	£	£	£	£	
Staff costs	7,117	-	7,117	6,814	-	6,814	Percentage
Depreciation	6,369	-	6,369	7,124	-	7,124	Direct
Bank charges	14	-	14	15	-	15	Direct
Office costs	14,153	-	14,153	15,973	-	15,973	Percentage
Subscriptions	11,697	-	11,697	5,936	-	5,936	Direct
Sundry expenses	3,365	-	3,365	821	-	821	Direct
Investment management fees	-	-	-	5,056	-	5,056	Direct
Accountancy costs	-	13,382	13,382	-	6,705	6,705	Governance
Meeting expenses	-	1,450	1,450	-	-	-	Governance
Consultancy	-	-	-	-	623	623	Governance
	42,715	14,832	57,547	41,739	7,328	49,067	
Analysed between							
Charitable activities	42,715	14,832	57,547	41,739	7,328	49,067	

Governance costs includes payments of £10,200 for audit fees (2022: £nil), £3,182 for independent examination fees (2022: £3,069) and £nil for accountancy services (2022: £3,363).

11 Trustees

None of the trustees (or any persons connected with them) received any remuneration from the charity during the year. No trustees was reimbursed for expenses during the current or prior year.

12 Employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
	19	16

Employment costs	2023 £	2022 £
Wages and salaries	455,433	346,898
Social security costs	34,483	30,549
Other pension costs	8,411	6,610
	498,327	384,057

Employees earning > £60k

No employee earned more than £60,000 during the current or prior year.

Key management personnel
The key management personnel as detailed in the trustees report received benefits (induding gross salary, employers national insurance and employers pension contributions totalling £158,110 (2022: £107,541).

There were no employees whose annual remuneration was more than £60,000.

13 Net gains/(losses) on investments

	Unrestricted funds 2023 £	Unrestricted funds 2022 £
Revaluation of investments	(5,852)	(62,691)
Gain/(loss) on sale of investments	6,150	1,775
	298	(60,916)

14 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxationof Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

15 Intangible fixed assets

	Software £
Cost	
At 1 October 2022	13,000
Additions - separately acquired	800
At 30 September 2023	13,800
Amortisation and impairment	
At 1 October 2022	5,638
Amortisation charged for the year	2,760
At 30 September 2023	8,398
Carrying amount	
At 30 September 2023	5,402
At 30 September 2022	7,362

16 Tangible fixed assets

	Leasehold Improvements £	Office Equipment £	Total £
Cost			
At 1 October 2022	11,852	16,008	27,860
Additions	-	7,408	7,408
At 30 September 2023	11,852	23,416	35,268
Depreciation and impairment			
At 1 October 2022	11,438	7,017	18,455
Depreciation charged in the year	414	3,195	3,609
At 30 September 2023	11,852	10,212	22,064
Carrying amount			
At 30 September 2023	-	13,204	13,204
At 30 September 2022	415	8,992	9,407

17 Fixed asset investments

17 **Fixed asset investments** (Continued)

	Listed investments	Cash in portfolio	Total
	£		£
Cost or valuation			
At 1 October 2022	367,075	4,096	371,171
Additions	259,605	-	259,605
Valuation changes	(5,852)	-	(5,852)
Cash movement	-	27,712	27,712
Disposals	(278,431)	-	(278,431)
At 30 September 2023	342,397	31,808	374,205
Carrying amount			
At 30 September 2023	342,397	31,808	374,205
At 30 September 2022	367,075	4,096	371,171

18 **Financial instruments**

	2023	2022
	£	£
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	342,397	367,075

19 **Debtors**

	2023	2022 As Restated
Amounts falling due within one year:	£	£
Trade debtors	71,692	58,232
Other debtors	10,538	58,274
Prepayments and accrued income	18,862	10,602
	101,092	127,108

20 **Creditors: amounts falling due within one year**

	Notes	2023	2022
		£	£
Other taxation and social security		12,289	11,412
Deferred income	21	10,468	72,010
Trade creditors		6,075	5,833
Other creditors		1,940	-
Accruals and deferred income		10,200	3,069
		40,972	92,324

21 Deferred income

	2023 £	2022 £
Other deferred income	10,468	72,010

Deferred income is included in the financial statements as follows:

	2023 £	2022 £
Balance brought forward	72,010	1,090
Income received	68,652	23,234
Income released	(31,963)	(18,252)
Balance carried forward	10,468	72,010

Deferred income relates to income received in advance of the date of an event.

22 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £8,411 (2022: £6,610). There was £1,815 outstanding at the year end (2022: £1,539).

23 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				Movement in funds		
	Balance at 1 October 2021	Incoming resources	Resources expended1	Balance at October 2022	Incoming resources	Resources expended	Balance at 30 September 2023
	£	£	£	£	£	£	£
Welsh Government	-	60,064	(60,094)	(30)	109,269	(109,239)	-
Big Lottery Fund	16,600	45,626	(39,720)	22,506	38,537	(46,953)	14,090
Aneurin Bevan University Health Board	-	87,393	(39,418)	47,975	-	(26,202)	21,773
Valour Wales	-	-	-	-	355,726	(125,040)	230,686
Valour England	-	-	-	-	750,000	(39,255)	710,745
Cardiff and Vale University Health Board	10,050	-	(10,050)	-	-	-	-
Global Make Some Noise	15,000	14,356	(27,105)	2,251	10,000	(12,251)	-
	41,650	207,439	(176,387)	72,702	1,263,532	(358,940)	977,294

23 Restricted funds **(Continued)**

Welsh Government
Grant funding received towards the provision of memory box contents for bereaved families who have lost a child or young adult.

Big Lottery Fund
Funding received to cover a five-year project based in North Wales. The restricted grant covers salary two members of staff both working in our support team along with travel costs. The total grant value over five years is £252,710.

Aneurin Bevan University Health Board
Funding received received towards the provision of memory box contents for bereaved families who have lost a child or young adult and training.

Cardiff and Vale University Health Board
Funds received for a pilot project to give support to families who lose a person of any age from suicide within the Gwent health board.

Valour Foundation
Funding for Wales, has been provided to support expenses associated with the repite house incluing theraputic fees, and to also finance an increase in salaries and fund new positions. Funding has also been provided to expand and subsequently maintain services in England.

Global Make Some Noise
Funds for wages, focus support groups and family events.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

24 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 October 2021	Movement in funds: Incoming resources	Balance at 1 October 2022	Transfers	Balance at 30 September 2023
	£	£	£	£	£
Support and overheads	370,000	-	370,000	-	370,000
North Wales activities	70,000	-	70,000	-	70,000
Fixed asset fund	16,127	642	16,769	1,837	18,606
	456,127	642	456,769	1,837	458,606

Support and overheads
This funding has been designated to support the Counselling Service and Overheads to run the charity including wages, to allow the service to continue to be delivered and wound down should funding cease.

North Wales activities
This funding has been designated to support North Wales service including wages, to allow the service to continue to be delivered and wound down should funding cease.

Fixed asset fund
This fund has been set up to designate the unrestricted net book value of the charity's fixed assets.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2023

25 Analysis of net assets between funds

	Unrestricted funds	Designated funds	Restricted funds	Total funds	Unrestricted funds As Restated	Designated funds	Restricted funds	Total funds As Restated
	2023	2023	2023	2023	2022	2022	2022	2022
	£	£	£	£	£	£	£	£
Fund balances at 30 September 2023 are represented by:								
Intangible fixed assets	-	5,402	-	5,402	-	7,362	-	7,362
Tangible assets	-	13,204	-	13,204	-	9,407	-	9,407
Investments	-	374,205	-	374,205	-	371,171	-	371,171
Current assets/(liabilities)	58,358	65,795	977,294	1,101,447	61,092	68,829	72,702	202,623
	58,358	458,606	977,294	1,494,258	61,092	456,769	72,702	590,563

26 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

27 Cash generated from operations

	2023	2022 As Restated
	£	£
Surplus/(deficit) for the year	903,695	(133,012)
Adjustments for:		
Investment income recognised in statement of financial activities	(6,633)	(1,840)
Gain on disposal of investments	(6,150)	(1,775)
Fair value gains and losses on investments	5,852	62,691
Amortisation and impairment of intangible assets	2,760	2,000
Depreciation and impairment of tangible fixed assets	3,609	5,124
Movements in working capital:		
Decrease/(increase) in debtors	26,016	(122,153)
Increase/(decrease) in creditors	10,190	(7,622)
(Decrease)/increase in deferred income	(61,542)	29,249
Cash generated from/(absorbed by) operations	875,797	(167,338)

28 Analysis of changes in net funds

The charity had no debt during the year.

29 Prioy year adjustment

In the 2022 financial statements, other debtors were overstated by £24,985, and unrestricted expenditure was understated by the same amount. This was due to incorrect treatment of branding and merchandise expenditure that should have been expensed in the year.

As such the 2022 figures presented as comparatives in the 2023 financial statements have been restated.

The restatement affects the following:

Statement of Financial Activities
Balance Sheet
Statement of cashflows
Raising Funds note
Charitable activities expenditure note
Debtors: amounts falling due within one year
Analysis of net assets between funds note
Cash generated from operations note

The following corrections were made:
DR Charitable Expenditure £24,985
CR Other Debtors £24,985

This adjustment has impacted on the results previously reported for the year by increasing the deficit reported by £24,985, and reducing the unrestricted reserves at the prior year end by £24,985.

30 Prior period adjustment

Changes to the balance sheet

	At 30 September 2022		
	As previously reported	Adjustment	As restated
	£	£	£
Current assets			
Debtors due within one year	152,093	(24,985)	127,108
Capital funds			
Income funds			
Restricted funds	72,702	-	72,702
Unrestricted funds	542,846	(24,985)	517,861
Total equity	615,548	(24,985)	590,563

Changes to the profit and loss account

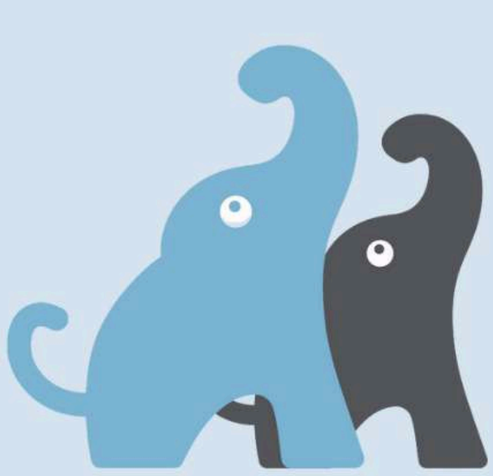
	Period ended 30 September 2022		
	As previously reported	Adjustment	As restated
	£	£	£
Expenditure on:			
Raising funds	81,956	15,847	97,803
Charitable activities	723,217	9,138	732,355
Net movement in funds	(108,027)	(24,985)	(133,012)

Thank You

Thank you to all of our trustees, volunteers, fundraisers and partners for supporting us this year. Without you, we could not provide immediate and ongoing bereavement support for families, individuals and professionals affected by the sudden and traumatic death of a child or young adult aged 25 or under.

Best wishes, Rhian and the 2 Wish staff x

2wish Staff



Together we can make a difference to those suddenly bereaved

2wish

2wish

Since 2012, we have been at the forefront of providing compassionate and caring sudden bereavement support in Wales and have developed incredible services that we know make a huge difference to people's lives.

As the number of those in need sadly continues to grow, we are determined to always be there whenever we are needed.

@2wishcharity

Ground Floor, Unit 7, Magden Park, Llantrisant, CF72 8XT
info@2wish.org.uk | 01443 853125
Charity Number 1168140

2wish

England & Wales - Charity number 1168140

Accounts

Annual Report 2022

For the year ended 30 September 2022

2wish

Charity Number. 1168140

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Our Vision

Our Mission

When a family loses a child or young adult, the effects are devastating for all who knew and loved them. Our mission is to ensure that all those affected by the sudden and traumatic death of a child or young adult aged 25 or under throughout Wales receive the bereavement support they deserve.

Rhian's Story

On the 22nd February my one-year old son George passed away. He died suddenly after suffering a seizure at home. It was discovered later that George was suffering from Bronchial Pneumonia and Type A Influenza.

Just 5 days later, my husband and best friend Paul, tragically died. He was 33 years old. I was left alone to support my other two young children.

Nobody came, no support was offered, and it was left to my family and friends to get me through my loss.

2wish was initially set up following their deaths as a simple memorial fund. However, due to the overwhelming support and generosity of a small Welsh community, the fund became a registered charity in October 2012. Bereaved families and professionals working with sudden death then started reaching out, identifying with the gap that my family had discovered.

This gap in the system had to be filled. No parents should have to face loss alone. Paul was so traumatised by the loss of his son he walked out of his home, leaving a wife and two young children and never came back.

Our Aims

- Ensure every Emergency Department in Wales has a suitable bereavement suite for bereaved families.
- Ensure that bereavement boxes are available for families at each of these hospitals.
- Ensure that immediate bereavement support is available for suddenly bereaved families.
- Provide a professional bereavement counselling service.
- Provide support to individuals who witness the sudden and traumatic death of a child or young adult.
- Provide support for professionals who are affected by the sudden death of a child.
- Provide staff support and training.

Welcome from our Chair

Every year at this wonderful charity, is an exceptional, transformational and busy one! However, 2022 has possibly been the busiest yet. Celebrating 10 years of the charity, so many fantastic things have been achieved to secure the growth and development for years to come and to continue to provide essential support to our families when they need us.

In October 2021, the charity rebranded from the former to 2 Wish Upon a Star, to simply 2wish. And with the support and guidance of our branding agency, Stills, it allowed us to remind ourselves of the very important values we have as a charity of being Family Focused, Personable, Responsive and Bold. It gave us the confidence in that final value; to be Bold, because we are making such a difference to families and we need to be proud of everything that we do to support those during their darkest times.

There have been so many achievements this year, including the incredibly important milestone of having our Petition debated at the Senedd and the agreement of the implementation of our Immediate Support Pathway ensuring that any family in Wales that experiences the sudden death of a child or young person, is offered the essential support from 2wish as a matter of policy. We are grateful to Lynne Neagle MS, Deputy Minister for Mental Health and Wellbeing and Jack Sargeant MS and colleagues at Welsh Government for their support in bringing this important piece of work to fruition.

Our ‘For Our Stars’ campaign in February 2022, marking 10 years since the death of our CEO Rhian’s son, George was an incredibly moving and poignant event as the team, ambassadors and supporters from across the country lit up every hospital and police headquarters in Wales with thousands of tealights. Unfortunately, I wasn’t able to attend due to a family holiday, but my family and I lit our stars from Cinderella’s castle in Disneyland Paris. The event was a demonstration of the support and belief that professionals across Wales have in the charity and what it delivers.

Our spectacular 10 for 10 events programme celebrating 10 years of 2wish, raised the profile of the charity, as well as the much needed funds that our predominantly self-funded charity needs to deliver our aims and objectives. The events programme included something for everyone from our Elephant Dip, to Wreath Making, to our Welsh 3 Peaks and Wickets & Wheels. We also had our incredibly moving and uplifting Remembrance Service as well as the highlight in our calendar, our Little Ball of Hope.

Our Ambassadors for the charity are increasing in number from Young Ambassadors, to Ambassadors to Celebrity Ambassadors and we were incredibly fortunate this year that Ambassador, Amy Wadge wrote a song for us to celebrate our stars and to raise funds for us. ‘A Million Lights’ was performed and launched at our Little Ball of Hope in 2022 and there wasn’t a dry eye in the house.

Welcome from our Chair

We want to thank our Fundraisers, our Volunteers, our Ambassadors and anyone who has been involved in or supported any of our events and initiatives raising vital funds to support the charity. Our income this year generated by our fundraisers, our corporate partners and through grants and foundations has surpassed £690,000 which will allow us to continue to provide immediate support, counselling, memory boxes, bereavement rooms, focus support groups, complementary therapies, STAR residential weekends, play therapy and an ever growing amount of services to support our families and communities. Whilst this is a huge amount, each year the amount we need to raise to continue to support our families grows and that is why all of our fundraisers and partners are so important to us.

To remind ourselves that very sadly, the reason that we exist is to support our families when they are experiencing the worst possibly times and during this financial year we have supported 5,218 people; parents, siblings, grandparents, friends and the wider community following the death of 1,063 children and young people. Of those, 769 were immediate and 294 historic referrals as we as a charity do not put a time limit on grief.

So all that is left for me to say is thank you. Thank you to our incredible team, who are delivering such vital support and care to our families and who are raising such vital funds to enable us to deliver our work. Thank you to my fellow trustees who provide their time and support freely and who are always there to listen and guide. To our Ambassadors, Volunteers and Fundraisers, without whom we would not be able to continue to grow and develop and raise the profile and funds for the charity. And finally, to our exceptional CEO, Rhian Mannings, without whom none of these things would happen. Her drive and tenacity to ensure that no family is left without the vital support they need at such devastating times, is both inspirational and humbling and makes me so proud to support such a wonderful charity.

Here's to another incredible year of growth, achievements and support.

.....
Jo Foxhall
Chairperson

Dated: 21.06.2023

Welcome from our CEO

After Paul and George died 10 years, I had an idea. After identifying a gap in the availability of bereavement support when your child dies suddenly, I wanted to make sure no other family walked out of the hospital carrying an information leaflet. 10 years on and that idea has developed into something very special. 2wish continues to help families across Wales who have faced the unimaginable loss. The team also look at who else has been affected and proactively work to support those caught up in the ripple effect of grief. Every day the team strive to be the best they can, supporting as many people as possible immediately after a child dies unexpectedly and for as long as that support is required. It's been an incredible 10 years and its important, as a year in the charity's history, it was one we would be very proud of.

Rebranding was an important milestone for 2 Wish Upon A Star. Having been know simply as 2wish for many years it made sense at such a time of growth and development, to rebrand ourselves. It was a exciting stage for the charity reminding us of our values and allowing us to revisit our aims and objectives. We are working alongside national bereavement charities and despite our passion to remain a homegrown charity, we need to grow our brand on a national level.

One of the highlights of the year for me was getting our petition debated by Welsh Government with them agreeing to support the development of an immediate support pathway across Wales to support those who lose a child or young adult suddenly. Since the charity began we have been campaigning for an improvement in support available for families after the sudden death of their child. No family should have to go looking for support and now, following our petition, families will get that offer of support wherever they live in Wales.

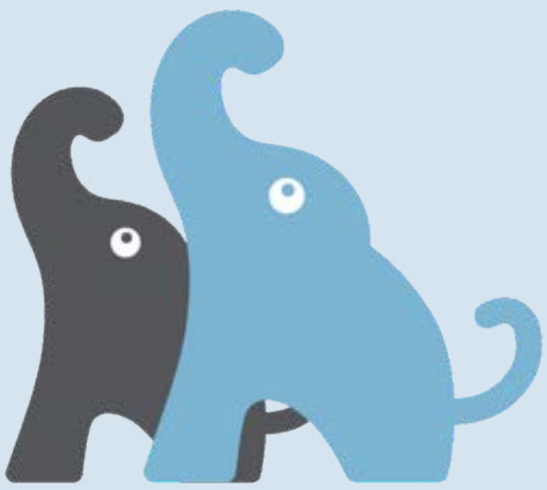
Another highlight was our 'For Our Stars' campaign. Lighting up every hospital and police headquarters in Wales was not going to be easy but as always, our staff and volunteers did something really special. On the 22nd February, 10 years to the day since we lost George, tealights shone like stars across the country and despite being in bed with Covid, I watched on with pride and joy to see what our 2wish team had achieved once again.

2wish was born out of such tragedy and every day our team hear of another young death. Our support team are there to ensure no family feels isolated after such loss and despite not being able to change the past, aim to help families discover a new and different future. 2wish continues to bring hope to families and creates communities of both support and fundraising. I continue to be proud of what our team achieves every day to meet the individual needs of those bereaved.

I look forward to another busy year and finish the year, as always, sending love and strength to our special families.

R L Mannings

.....
Rhian Mannings
CEO & Founder
Dated: 21.06.2023



Meet the Team

Rhian Mannings
Founder and Chief Executive

Emma Kneebone
Deputy CEO and Head of Bereavement Services

Rachel Williams
Finance and Administration Manager

Nicole Lloyd
Bereavement Services Manager

Becky Jones
Immediate Support Coordinator (South Wales)

Helen Thomas
Immediate Support Coordinator (West Wales)

Linda Hughes
Immediate Support Coordinator (North Wales)

Cas Dalton
Counselling, Support & Fundraising Coordinator (West Wales)

Louise Way
Counselling Support Coordinator (South Wales)

Ann Edwards
Counselling Support Coordinator (North Wales)

Meet the Team

Ellie Clemence
Children and Young Person Coordinator

Nicole Peacock
Partnership Liaison Coordinator

Anwen Fardy
Children and Young Person Coordinator

Atlanta Humphries
Immediate Support Coordinator (Gwent Project)

Jenna O'Sullivan
Support and Finance Administration

Jo Calcattera
Event Coordinator

Jo Plow
Corporate Relations & Business Development

Cara Lee
Fundraising Coordinator North Wales

Gaynor Ingram
Volunteer Coordinator

Beverley Slocombe
Fundraising Administrator

Hannah Daley
Digital Marketing Officer

Rebrand

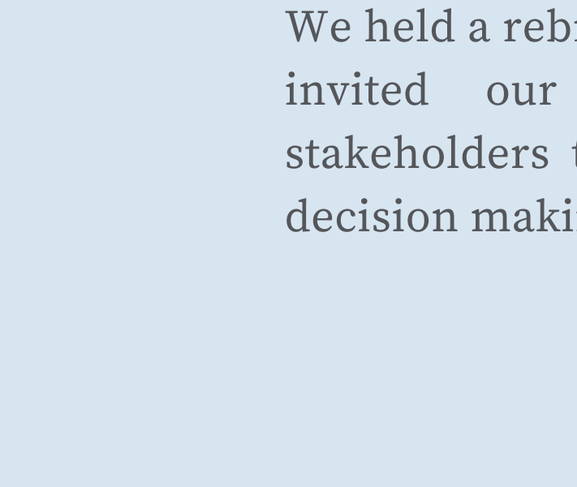
2 WISH UPON A STAR
Supporting Sudden Death In Children & Young Adults

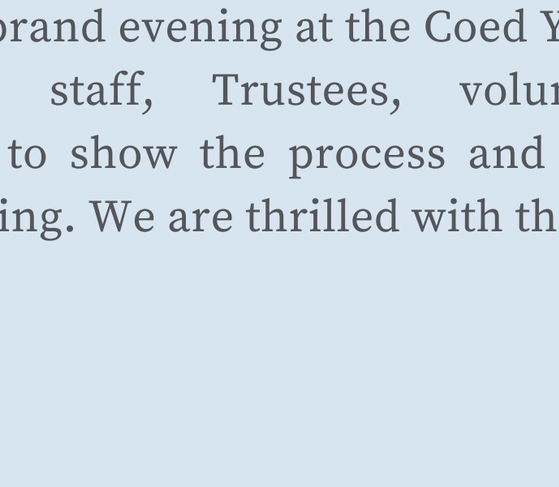
2wish

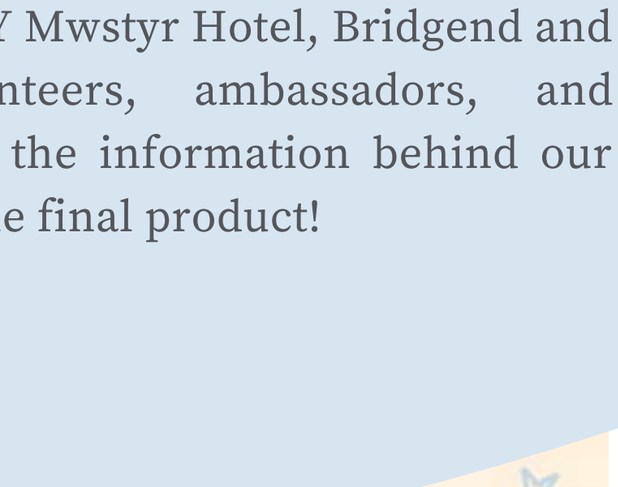
October 2021 was an exciting month for 2 Wish Upon A Star as we knew it. The decision was made to rebrand the charity and to name it 2wish. The charity had been referred to as 2wish for many years, so it made sense. It was a time of huge growth and the expansion of our services so a perfect time to change our branding.

It took months of planning alongside Stills, a local marketing and creative design organisation. We revisited our values and principles to ensure both the logo and the branding reflected our caring and family friendly charity, but also incorporated our vision and reflected our future.

We held a rebrand evening at the Coed Y Mwstyr Hotel, Bridgend and invited our staff, Trustees, volunteers, ambassadors, and stakeholders to show the process and the information behind our decision making. We are thrilled with the final product!







Immediate Support Pathway

In November our petition was successfully debated with the Welsh Government agreeing to support the development of an immediate support pathway across Wales for those who suddenly lose a child or young adult aged 25 years or under. 2wish has been working with health boards and police forces across Wales for years but we wanted a pathway to be statutory so no family would be missed.

We are so proud that the launch of the Welsh Government Bereavement Pathway occurred on 12th August 2022. We were honoured to have Deputy Health Minister Lynne Neagle attended our annual Elephant Walk, to launch the pathway across Wales. We are so grateful to everyone who signed and supported the petition, making this pathway a reality!

"We are delighted that the pathway has been developed by Welsh Government. It is crucial that when a family is devastated by sudden child loss, there is an offer of support immediately. Families should not have to go looking for help and this pathway will ensure families are offered support when they need it most. 2wish works with every health board and police force across Wales and we receive daily referrals. However, having this pathway in place will ensure that no family is missed."

Rhian Mannings, CEO and Founder

"Bereavement affects us all in different ways and I am committed to ensuring support and care is available to everyone across Wales. Working closely with the Bereavement Steering group we are making improvements to bereavement care at pace. We want health boards to take these model pathways and working together with partner agencies adapt them to the needs of their local communities. 2Wish and other charities across Wales are providing vital services and working together we can support those through their grief."

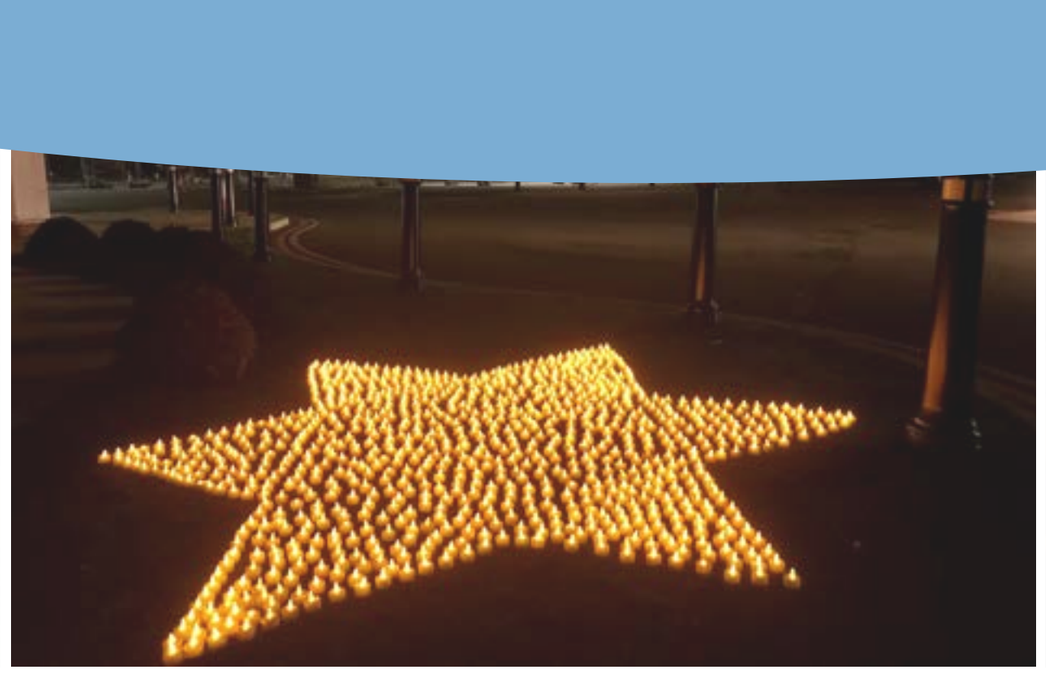
Deputy Minister for Mental Health, Lynne Neagle

For Our Stars

On 22nd February 2022, we lit candles for our brightest stars, and remembered all of the young lives which were taken too soon.

Families lit candles at home, and members of the 2wish team lit candles all across the country. A thousand tea lights were lit at the following locations by our staff and professional partners throughout Wales:

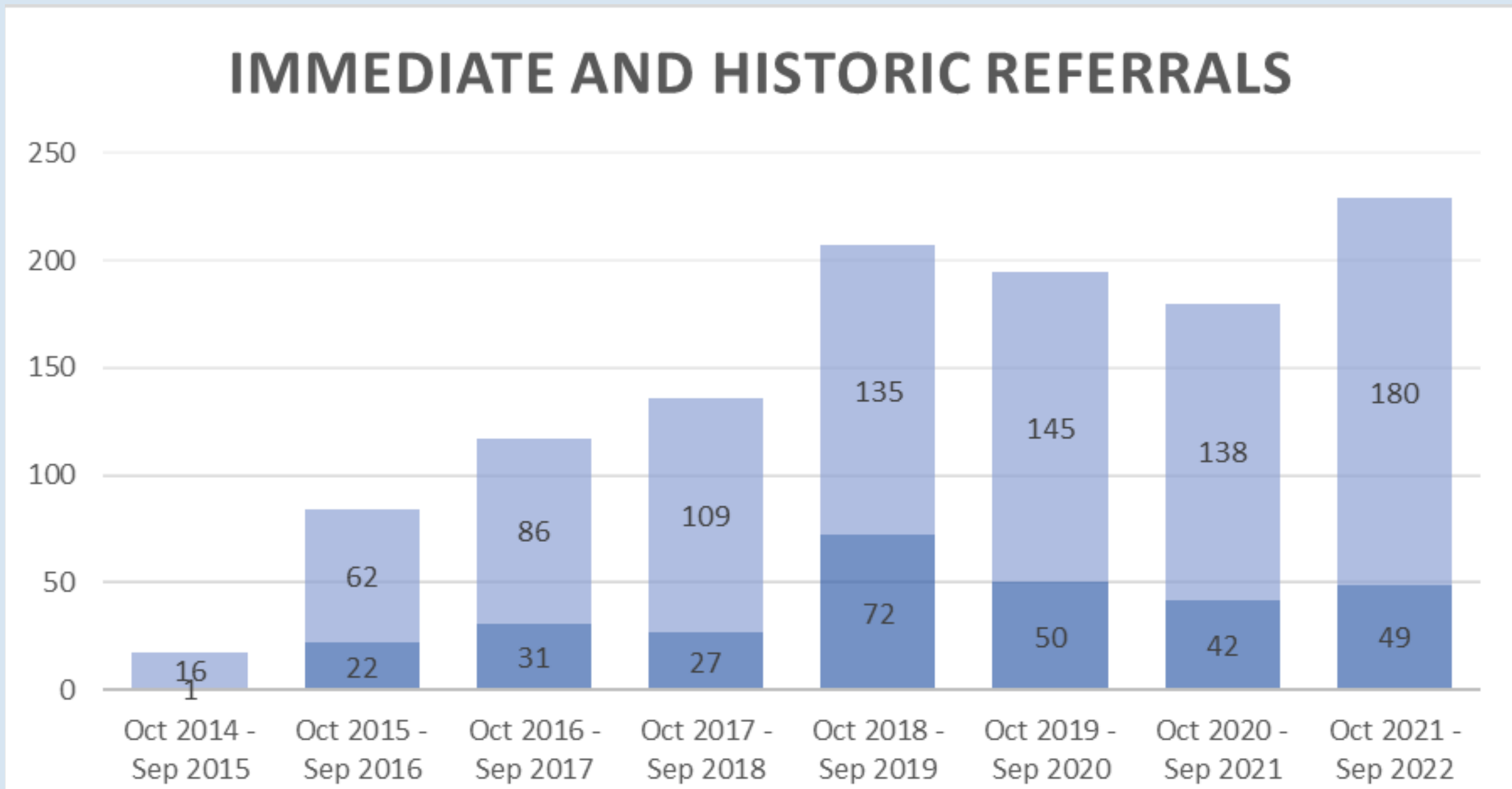
- Senedd Cymru
- Ysbyty Gwynedd Hospital
- Ysbyty Glan Clwyd Hospital
- Wrexham Maelor Hospital
- Bronglais General Hospital
- Withybush Hospital
- Glangwili Hospital
- Morriston Hospital
- Singleton Hospital
- Princess of Wales Hospital
- Royal Glamorgan Hospiytal
- Prince Charles Hospital
- University Hospital of Wales
- The Grange Hospital
- Royal Gwent
- Nevill Hall Hospital
- Dyfed Powys Police HQ
- North Wales Police HQ
- Gwent Police HQ
- South Wales Police HQ

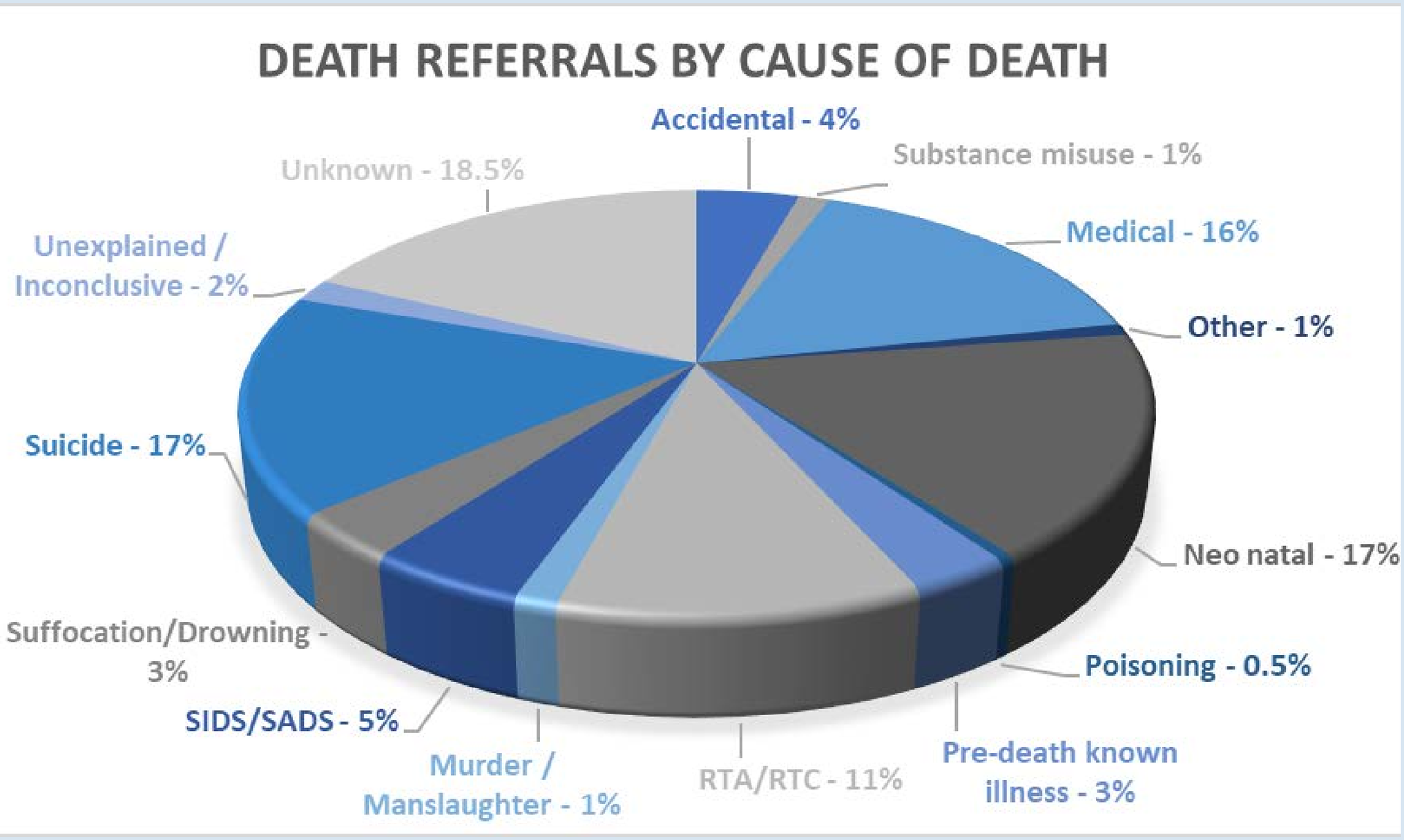


Statistics

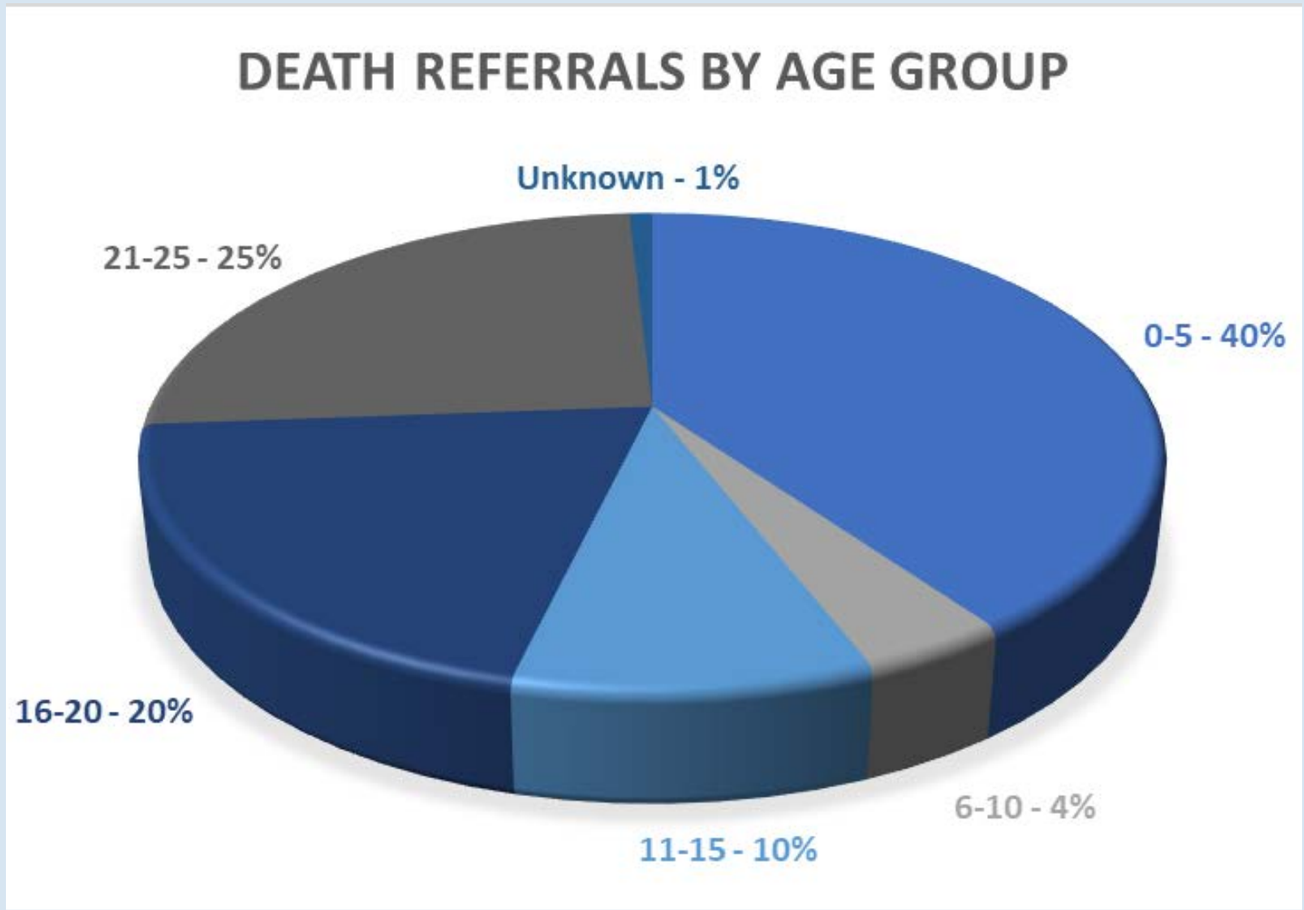
From 1st October 2021 – 30th September 2022, we received 229 death referrals. Of those referrals, 180 of the referrals were immediate and 49 were historic.

Immediate death referrals are classified as deaths referred into our service via the immediate support pathway, usually in the hours/days following the death. Historic deaths are when the death occurred two or more months prior to the referral coming into the organisation.





Statistics Continued



65% of referrals accepted the offer of a home visit from their Immediate Support Coordinator within the first two weeks of being referred.

92% of families were contacted within 48 hours. The remaining 8% were contacted with 72-120 hours as directed by the professional who made the referral.

38% of death referrals received were for females and 62% were for males.

Our main referral partners continue to be hospitals and police forces across Wales. We have worked hard to embed our service and ensure that, with their consent, families are being referred directly into the charity by a professional. This approach allows for seamless support and also removes the possibility of an individual trawling through the internet trying to find an organisation that may, or may not, be able to support them.

- 33% of referrals came from the hospitals and 28% from police officers.
- 12% referred themselves and 10% were referred by a friend or family member.
- The Coroner's Office accounted for 7%, and the remaining 10% were referred by Counsellor, Funeral Director, Health Visitor, Hospice or a mental health service.

Since service delivery began, we have received 1,165 death referrals into the charity and have supported approximately 5,370 individuals.

Our main referral partners continue to be Hospitals and Police Forces across Wales.

Taryn's Story

April the 8th 2015 started as just another day. Little did we know when we got up that morning that it would end up as the worst day of our lives and a day no parent should ever have to face. That evening our beloved youngest daughter, Taryn Hope passed away suddenly and the bottom literally fell out of our world. We were left at Prince Charles Hospital in utter disbelief at what was going on.

That was the first time we heard about 2wish when we were offered a Memory Box to help us in those initial stages. This gesture of kindness at such a traumatic time was totally priceless and something we will never forget.

Especially George the Elephant cuddly toy which we were given for our eldest daughter Lyla who was 6 at the time. She quickly renamed the elephant Taryn after her best friend and little sister, and it has since played a huge part in her grieving process.

In the weeks and months that followed the help and support we received from the team at 2wish was amazing. From our initial counselling as a family, to them going into Lyla's school for counselling and the group sessions which were particularly helpful.

Just being able to talk to other parents who were going through similar circumstances in coming to terms with such tragedy. Over three years later and we are still receiving help and support and they are always there to help in anyway they can.

Thank you to Rhian and all the team for all you've done and continue to do to help us and other families who suffer such an unbearable loss.

Gareth and Gemma Watkins

Our Impact

Bereavement Rooms

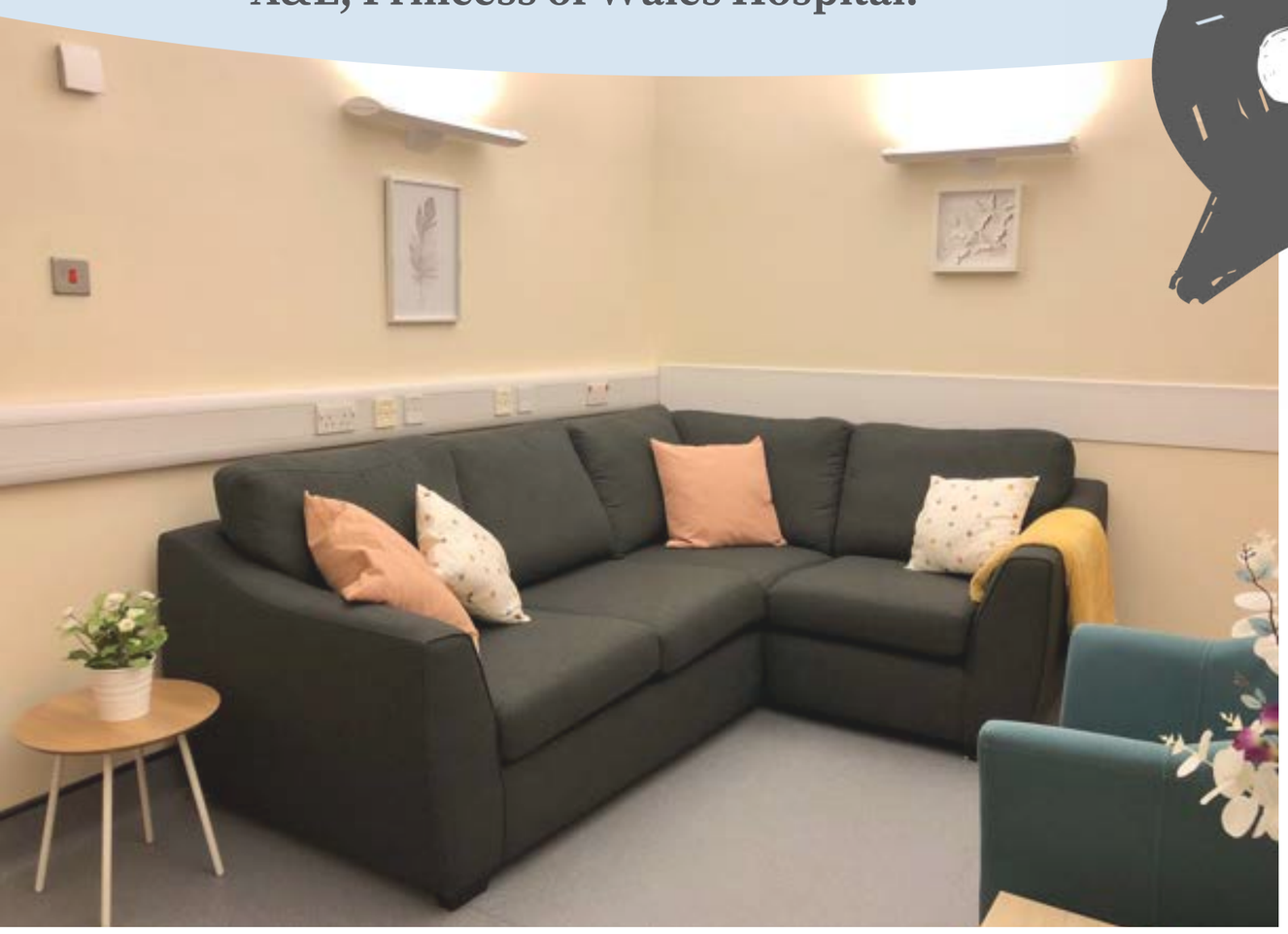
Bereavement Rooms

One of 2wish's aims is to ensure every hospital throughout Wales has a suitable Bereavement Room in every Accident & Emergency, Critical Care and Children's Department.

These rooms are designed to give families a private and comforting space that is not too clinical, providing a calmer, quieter environment where families can wait for news, or be together when the worst has happened.

The care families receive in hospital immediately following the death of a loved one needs to be thought through, as small details of the care they receive, including the environment they are in, can have a huge impact on their grieving process.

Before 2wish, I experienced children passing away, either in A&E or on the children's ward, and the rooms you took the parents to were always cold and empty, as it was always the nearest empty, available room.



A&E, Princess of Wales Hospital.

Bereavement Rooms Continued

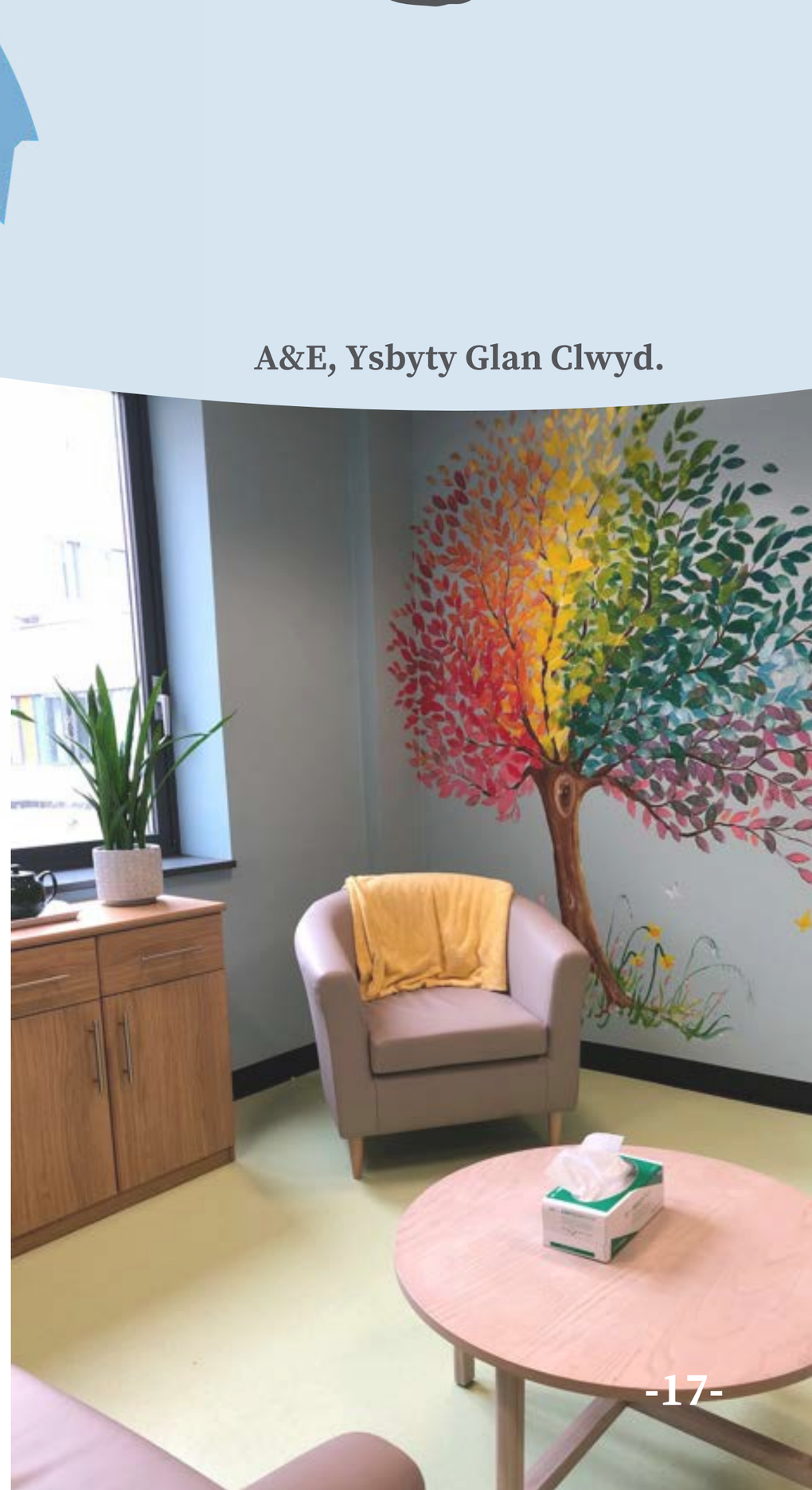
Bereavement Rooms

2wish have now designed twelve bereavement rooms across Wales including:

- University Hospital of Wales – Accident and Emergency, Cardiff and the Vale
- University Hospital of Wales – Paediatric Critical Care Unit, Cardiff and the Vale
- Prince Charles Hospital, Cwm Taf Morgannwg
- Royal Glamorgan Hospital, Cwm Taf Morgannwg
- Princess of Wales Hospital, Cwm Taf Morgannwg
- Royal Gwent, Aneurin Bevan
- Nevil Hall, Aneurin Bevan
- Coroner's Office, Cardiff and the Vale
- Ysbyty Gwynedd, Accident and Emergency, Betsi Cadwaladr
- Morriston Hospital, Acute Paediatric Unit, Swansea Bay
- Ysbyty Glan Clwyd, Accident and Emergency, Betsi Cadwaladr
- Princess of Wales Hospital, Accident and Emergency, Cwm Taf Morganwg

Since 2wish have come along it has improved so, so much and there is a comforting and safe space where families can go. I will always be grateful not only for myself but for those families going through the most horrendous of times. Thank you.

A&E, Ysbyty Glan Clwyd.



Memory Boxes

Memory Boxes

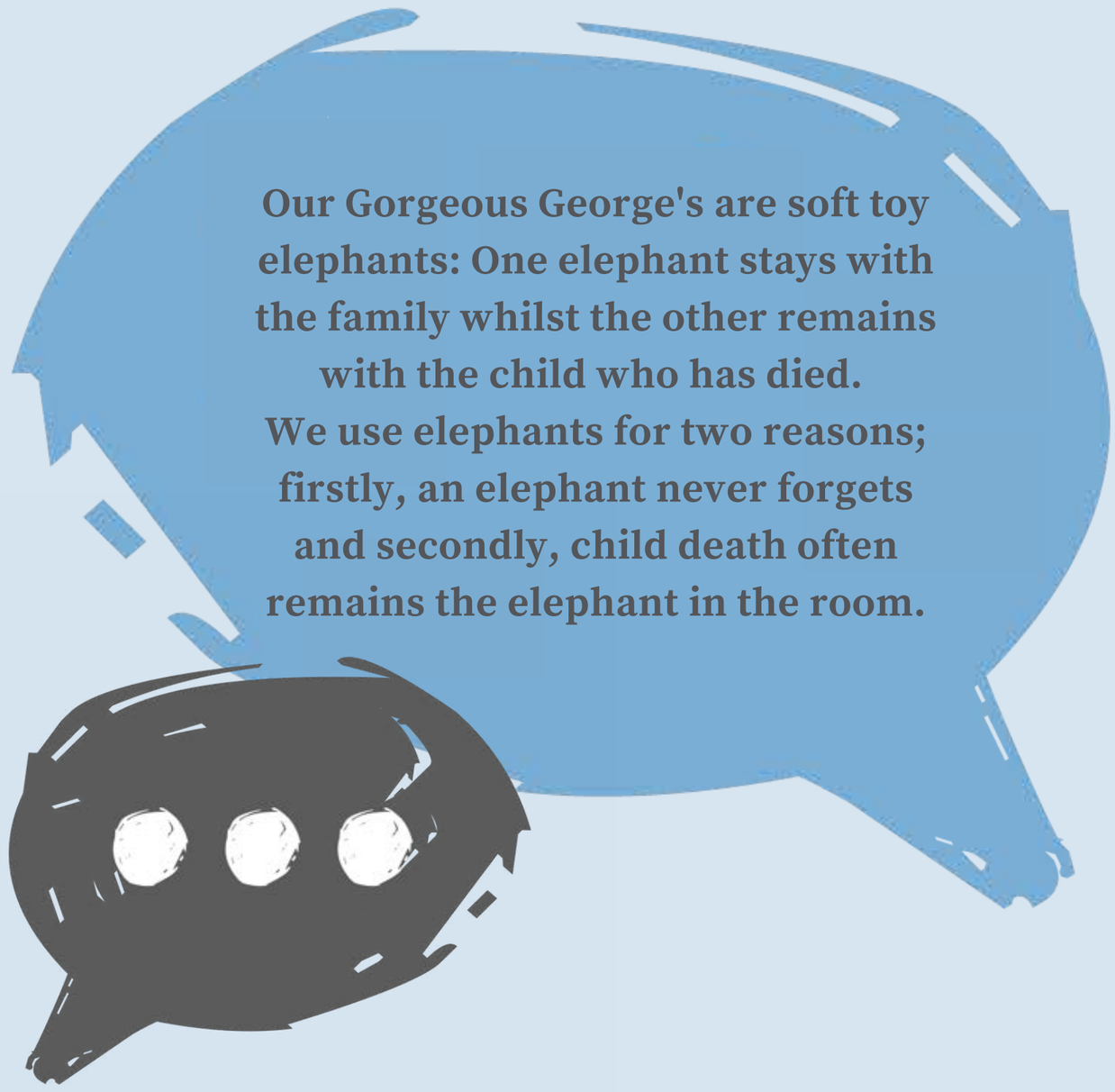
Every Emergency Unit across Wales stores our memory boxes to give immediately to families once their child has passed away.

One of our main charity aims is to ensure that families who have lost a child or young person suddenly, are offered one of our Memory Boxes, which are stocked in every hospital throughout Wales.

We have spent £14,830 providing 423 Memory Boxes to families affected by the sudden death of a child or young person.

The Memory Boxes contain carefully selected items, including the following:

- Organza bags for locks of hair.
- Inkless hand and footprint kits.
- Two Gorgeous George elephants.
- A votive candle.
- Forget-me-not seeds.
- Tissues.
- Pen and note paper.
- Small star pin badge.
- A support pack of information about our services and a 'When Your Child Dies' booklet of practical guidance.



Families can add their own special pieces to the box if they wish, or safely place it away until they are ready to look inside.

Immediate Support

Immediate Support

2wish offers immediate support after the sudden and unexpected death of a child or young person aged 25 years and under. With consent, a professional will pass on the person's details, and they will then be contacted by telephone within 48 hours of the referral by one of our Immediate Support Coordinators.

When making the initial telephone contact, the Immediate Support Coordinator will arrange a home visit with the family as soon as possible and assess the individual needs of the person or family they are supporting. Our Immediate Support Coordinators are there to help individuals understand the procedure following the sudden death of a child, provide emotional support, and help in any way they can such as providing advocacy and contacting agencies for families. Immediate support is provided for as long as risk and need are present.

Of the 229 deaths from 1st October 2021 – 30th September 2022, 49 were historic resulting in 180 families requiring immediate support. 100% of families have received an initial support call within 48 hours.

“The support that we’ve had from 2wish has been amazing. We were a bit adrift. Helen was amazing and set us on the right track.

You were a lifeline – we weren’t alone and had you to turn to.

Ongoing Support

Ongoing Family Support

Over time, we see individuals gain more independence, meaning the Immediate Support comes to an end. The Immediate Support Coordinator will inform individuals about other ways they can access ongoing support through 2wish, should they need it.

The ongoing support is not time limited, allowing access any time after the death of a child or young person. We do not put a timeline on grief and our services can be accessed at any time, whether the death happened yesterday or twenty years ago.

Counselling

Counselling doesn't aim to hurry the process along; it supports people as they grieve, in their own way and in their own time. 2wish provide funded sessions of 1:1 counselling with a local, qualified, British Association for Counselling and Psychotherapy (BACP) registered counsellor. This service can be accessed as an individual, a couple, or as a young person. We can also offer counselling sessions via instant messaging or over the phone if preferred.

In the past year, we have approximately 106 Counsellors, 29 Play Therapists and 22 Complimentary Therapists working with us to provide ongoing support for those who need it.

I can't thank you enough for putting this into place for me. She's an amazing lady and has listened to me drone on and break down in front of her without judgment.

Helped with expectation management of the grief journey. It doesn't get easier, it gets different.

Just being able to speak without any judgement to other parents who understand completely makes a big difference. There is nothing like a hug from another grieving parent – they just get it. I've made friends for the future.

Focus Support Groups

Focus Support Groups are closed groups facilitated by two qualified and registered counsellors and are held weekly for six weeks. The focus groups bring together a small group of bereaved family members who have lost their loved one in a similar way.

The focus is on group talking, sharing and helping each other. They cover a number of different areas relating to grief such as the physical affects, recognising triggers and coping mechanisms.

Ongoing Support Continued

Complementary Therapy

2wish offers complementary therapies like reflexology, aromatherapy massage and Yoga. All are proven to have calming, soothing, and rebalancing benefits, effective for treating stress, anxiety, and insomnia. Complementary therapies can be used solely or combined with counselling.

Monthly Support Events

Regular support events are held throughout the year. They are tailored for Mum's, Dads, siblings, extended family, and friends. Our events offer the opportunity to enjoy new experiences whilst coming together with others who understand the journey of bereavement and loss.

Support events included:

- Ceramic workshop
- Christmas at Bute Park
- Breathing techniques
- Penuchadre Organic Dairy Farm
- Chocolate workshop
- Mindfulness session

Ongoing Support Continued

S.T.A.R. Weekend

On 13-15th May 2022, we hosted our first S.T.A.R (Stand Together And Remember) residential. Five families from across Wales joined our Counselling Support Coordinators, Ann and Louise, at Glan Llyn Isa, Bala in North Wales.

The weekend was full of outdoor activities provided by Glan Llyn from high ropes, wall climbing, kayaking, swimming, boat trip followed by relaxing evenings which included pizza making and toasting marshmallows by the fire and, by pure chance, a Eurovision song contest competition.

I really enjoyed talking to other parents. I felt useful that my own experience may have helped someone else.

It was the first time I've felt able to be as open in front of others about our situation.

Children and Young People

Children and Young People

2wish offers support for any child or young person following the sudden and unexpected death of a child or young person aged 25 years and under. With consent from a parent or guardian, our Children and Young Person Coordinator will provide immediate and ongoing emotional and practical support to siblings, relatives, and friends.

We understand that sometimes young people feel isolated in their grief and may struggle with difficult emotions or feel alone. We offer a safe space for them to speak privately with one of our friendly team about their feelings, emotions, and anything else they wish to talk about. We hold regular support events giving children and young people the opportunity to enjoy new experiences in a safe environment and meet others who have experienced a similar loss. 2wish also help schools, colleges and universities with bereavement support which can be provided through bespoke workshops, group, and individual sessions.

Play Therapy

Play Therapy is a form of psychotherapy that uses play to help children deal with emotional and mental health issues. By using play and creative techniques, children are able to explore their feelings and thoughts and begin to process and understand muddled feeling and upsetting events. Play Therapy is suitable for children aged 4-12 years old. All of our Play Therapists are British Association of Play Therapists (BAPT) or Play Therapy UK (PTUK) registered.

My youngest son is also having counselling, provided by yourselves. I went everywhere looking for help for him, and due to his age nobody would help him, and his school were worried about him, but couldn't do anything for him.
2wish is amazing!!

Children and Young People Events

We hold regular support events giving children and young people the opportunity to enjoy new experiences in a safe environment and meet others who have experienced a similar loss. 2wish also help schools, colleges and universities with bereavement support which can be provided through bespoke workshops, group, and individual sessions.

Some of the events include:

- Escape Rooms and Pizza
- Paint Your Own Pottery
- Pili Palas

Support for Professionals

"For a long time the perception has been that emergency services are somehow different, somehow invincible, and they shouldn't experience mental health problems - that they should be stronger that that. And that's total rubbish. We are human beings, and we have mental health problems the same as everyone else."

It may be assumed that because of someone's job role, that they may encounter death, it won't affect them and that it's part of the job and they 'used to it'. However we know that this isn't necessarily the case - it could be immediate or it may take days, weeks, months or years, but the feelings of grief may catch up with that person.

Professionals such as funeral directors, GPs, teachers, sports coaches, health visitors, legal teams and so many more who have to deal with child death as part of their working lives, but may never have received support or training in how to best support or training in how to best support the loved ones they come into contact with.

In 2016, we officially extended the offer of support to professionals from any sector who, at any point in their career, have been affected by the sudden and unexpected death of a child or young person.

We are able to offer support in a number of ways, all of which are confidential and arranged by 2wish. We strive to work with professionals to ensure that we can offer support in a way that fits with work commitments and daily life.

As a clinician who has dealt with many child deaths I did not identify that I was struggling, but 2wish helped and supported me through this.

The counsellor I saw was amazing and listened to me, helping me find a way forward.

Gwent Project

Gwent Project: Supporting Families Bereaved by Suicide in Gwent

In September 2020, we secured funding from Welsh Government to run a pilot bereavement service for families affected by the suicide of an individual, of any age, in Gwent.

The service, which was initially set up for a period of 12 months, was such a success that we have continued to run the project. By continuing the project, this enabled families to receive our whole service; not just the immediate support, but an opportunity to access our ongoing support services like counselling, complementary therapy and family events for the months and years following their sudden loss.

Our long-term aim is to ensure that everyone affected by the sudden and unexpected death of a loved one, of any age, is supported and this pilot serves as the first step towards ensuring that all those affected by sudden death in Wales get the support they deserve.

The death of someone important can cause great pain and sadness, whatever the cause of death. However, families bereaved by and dealing with loss from suicide may also have to face agonising questions, intrusive public scrutiny, and cope with extra emotions such as guilt, shame and self-blame.

Up until now the charity 2 Wish have only had sufficient funds to offer specialised bereavement support to families affected by a suicide of someone aged 25 or under. We have been grateful for this support and impressed by the feedback from their clients. As a group we strongly believe that this service should be available to anyone affected by a suicide, regardless of the age of the person who died. This is why our group supported their bid.

Steven Maloney, Detective Chief Inspector, Gwent Police:
“We are really dedicated to helping individuals and families impacted by suicide. We know that 2 Wish Upon A Star offer great support and care during a very traumatic time and look forward to working in partnership with them around this pilot. We are pleased this is taking place in Gwent and hope this will help the communities we serve”.

This year, 2wish have supported 42 families who have been affected by a suicide in the Gwent area.

Supporting families bereaved by suicide

provided by

2wish

Jessica's Story

The family of Jessica were referred to 2Wish on the 22nd of July 2022 following her sudden and unexpected death. She had taken her own life following a struggle with her Mental Health. The referral was made on behalf of the family by Gwent Police. Her family consisted of her Parents, Sister, Partner, Grandparents, Great Grandfather, niece and nephews. Contact was made with her parents within 48hours, and they immediately welcomed the offer of support. At this stage, they had not received a memory box and were unaware of the 2wish pathway.

The Immediate Support Coordinator visited the family 2 days later to offer emotional and practical support, taking along Memory Boxes, elephants and books for the children. Time was spent talking about the uniqueness of grief and how differently people react. The offer was made to take handprints which the family welcomed. We spoke at length about Jessica and her close relationship with her family. It was important to the family that they were able to carry out Jessica's wishes which were documented on her laptop that had been taken as part of the investigation. We immediate contact the Police to ensure that her family would have access to the information they needed.

Through continued visits from the Immediate Support Coordinator, we were able to help the family during the time leading up to her funeral and beyond. We were able to help them navigate the coroner's investigation, detailing what would happen and the expectations of them as a family.

Following a period of immediate support, some members of Jessica's family felt that they would benefit from additional support in the form of counselling and complementary therapy. A referral was made, and this was put in place for those who had requested. Jessica's family are aware that the support available from 2wish is ongoing and they can contact us at any time.

Fundraising

2wish
10
DAVID
2497
FINISH
AMBULANCE
V999 EVS
Volunteer
WICKETS & WHEELS
years of 2wish
2012–2022

Events and Fundraising

2wish holds many fantastic events each year, which brings together groups of people from all walks of life, raising invaluable awareness and funds for 2wish.

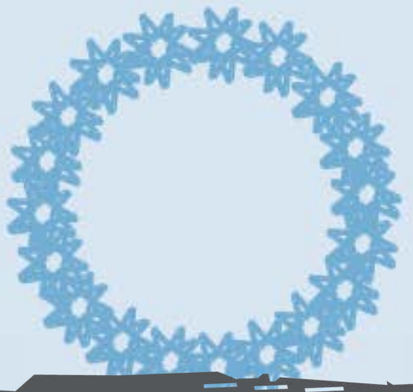
10 for 10 Events

Between October 2021 and September 2022, we celebrated 2wish's tenth year by organising 10 events for 10 years. An opportunity to unite, celebrate and face challenges together. Here's a selection of them below.

Elephant Dip
21 November 2021

Raised: £1,192.50

Wreath Making
24 November 2021



Raised: £813.65

Festive Friday Soiree
3 December 2021

Raised: £831.81

Welsh Three Peaks
8 April 2022

Raised: £5,640.61

Remembrance Service
& Little Ball of Hope
7 May 2022

Raised: £26,940.80

Wickets and Wheels
9–10th July 2022

Raised: £15,641.16

World Elephant Day Walk
12 August 2022

Raised: £2,805.11

National Three Peaks
24–25th September 2022

Remembrance Service and Little Ball of Hope

On May 6th 2022, the biggest Little Ball of Hope was held at the ICC in Newport, with 500 guests filling the room with love and support for the charity. It followed a beautiful service of remembrance at Llandaff Cathedral, hosted by our ambassador Nick Knowles.

The evening was full of both tears and laughter with several special guests in attendance including Jagger and Woody from Heart Radio hosting the auction, and Amy Wadge, our ambassador, performing for the first time 'A Million Lights' - written by Amy for 2wish, and performed by her and Michael Ball.

The venue looked stunning with the entertainment including Cor Tadau Trisant which left us all in awe. Over £27,000 was raised on the night. Our biggest amount yet and a real highlight of the year. People’s kindness and generosity for 2wish remains staggering.

Volunteers and Welfare Officers

2wish currently provide a team of trained volunteers to attend some major running events here in Wales, to provide support to individual runners and their families in the case of an emergency.

Following the sudden death of two runners at the Cardiff Half Marathon in 2018, the charity was approached by Run 4 Wales and the idea of Welfare Officers was discussed. These officers, who have received training from us, attend the events representing 2wish and are on hand to support in the event of an emergency. Depending on the size of the Welfare Team, volunteers are placed at 'Event Information/Event Control' and out on the course, and are linked by radio contact.

If a situation arises, the team are to help find the runners relatives and if necessary, accompany them to the local hospital. They will remain with the family until they feel the time is right to leave.
In the event of a fatal incident – the welfare team at the hospital will take the contact details from the family (with consent) and ensure a Memory Box is offered.

If the person who dies is 25 years or under, 2wish will support the family with immediate support and further services.

If the person who dies is over 25 years of age, 2wish will offer immediate support as above and any counselling or further support required will be sourced by 2wish but funded by the event organisers.
As well as family members, anyone affected by the tragedy be it volunteers, staff or witnesses can also access ongoing support.

Chair's Statement

Every year at this wonderful charity is an exceptional, transformational and busy one! However, 2022 has possibly been the busiest yet. Celebrating 10 years of the charity, so many fantastic things have been achieved to secure the growth and development for years to come and to continue to provide essential support to our families when they need us.

In October 2021, the charity rebranded from the former to 2 Wish Upon a Star, to simply 2wish. And with the support and guidance of our branding agency, Stills, it allowed us to remind ourselves of the very important values we have as a charity of being Family Focused, Personable, Responsive and Bold. It gave us the confidence in that final value; to be Bold, because we are making such a difference to families and we need to be proud of everything that we do to support those during their darkest times.

There have been so many achievements this year, including the incredibly important milestone of having our Petition debated at the Senedd and the agreement of the implementation of our Immediate Support Pathway ensuring that any family in Wales that experiences the sudden death of a child or young person, is offered the essential support from 2wish as a matter of policy. We are grateful to Lynne Neagle MS, Deputy Minister for Mental Health and Wellbeing and Jack Sargeant MS and colleagues at Welsh Government for their support in bringing this important piece of work to fruition.

Our 'For Our Stars' campaign in February 2022, marking 10 years since the death of our CEO Rhian's son, George, was an incredibly moving and poignant event as the team, ambassadors and supporters from across the country lit up every hospital and police headquarters in Wales with thousands of tealights. Unfortunately, I wasn't able to attend due to a family holiday, but my family and I lit our stars from Cinderella's castle in Disneyland Paris. The event was a demonstration of the support and belief that professionals across Wales have in the charity and what it delivers.

Our spectacular 10 for 10 events programme celebrating 10 years of 2wish, raised the profile of the charity, as well as the much-needed funds that our predominantly self-funded charity needs to deliver our aims and objectives. The events programme included something for everyone from our Elephant Dip, to Wreath Making, to our Welsh 3 Peaks and Wickets & Wheels. We also had our incredibly moving and uplifting Remembrance Service as well as the highlight in our calendar, our Little Ball of Hope.

Our Ambassadors for the charity are increasing in number from Young Ambassadors, to Ambassadors to Celebrity Ambassadors and we were incredibly fortunate this year that Ambassador, Amy Wadge wrote a song for us to celebrate our stars and to raise funds for us. 'A Million Lights' was performed and launched at our Little Ball of Hope in 2022 and there wasn't a dry eye in the house.

We want to thank our Fundraisers, our Volunteers, our Ambassadors and anyone who has been involved in or supported any of our events and initiatives raising vital funds to support the charity. Our income this year generated by our fundraisers, our corporate partners and through grants and foundations has surpassed £690,000 which will allow us to continue to provide immediate support, counselling, memory boxes, bereavement rooms, focus support groups, complementary therapies, STAR residential weekends, play therapy and an ever-growing amount of services to support our families and communities.

Chair's Statement Continued

Whilst this is a huge amount, each year the amount we need to raise to continue to support our families grows and that is why all of our fundraisers and partners are so important to us.

To remind ourselves that very sadly, the reason that we exist is to support our families when they are experiencing the worst possible times, and during this financial year we have supported 5,218 people; parents, siblings, grandparents, friends and the wider community following the death of 1,063 children and young people. Of those, 769 were immediate and 294 historic referrals as we as a charity do not put a time limit on grief.

So all that is left for me to say is thank you. Thank you to our incredible team, who are delivering such vital support and care to our families and who are raising such vital funds to enable us to deliver our work. Thank you to my fellow trustees who provide their time and support freely and who are always there to listen and guide. To our Ambassadors, Volunteers and Fundraisers, without whom we would not be able to continue to grow and develop and raise the profile and funds for the charity.

And finally, to our exceptional CEO, Rhian Mannings, without whom none of these things would happen. Her drive and tenacity to ensure that no family is left without the vital support they need at such devastating times, is both inspirational and humbling and makes me so proud to support such a wonderful charity

Here's to another incredible year of growth, achievements and support.

Trustees Report

The trustees present their annual report and financial statements for the year ended 30 September 2022. The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

Objectives and activities
The objects of the CIO are, for the benefit of the public, the preservation and protection of physical and mental health of those in Wales and such other areas as the trustees may decide, who have suffered a bereavement of a child or young adult under 25 years of age by:

A. the provision of services including, but not exclusively, the provision of counsel support; and
B. the advancement of education and awareness of the public in relation to the effect that a bereavement or loss can have on families and others.

The charity's aims:
Following the opening of our first bereavement suite in 2013, 2wish has refurbished or established 12 bereavement suites in total. These rooms are an important facility and one that should be accessible to any family member in distress.

The rooms are comfortable and bring much comfort to families at such a difficult time. Discussions have been held with Welsh Government and it has been established by the premises team that no emergency unit in any Welsh Hospital will be refurbished without consideration for such family facilities in the future.

The charity works alongside 106 counsellors, 29 play therapists and 22 complimentary therapists to offer high quality service to suddenly bereaved families. With a bank of play therapists established to support bereaved young siblings we are offering an excellent service.

With short waiting lists we are extremely proud of the difference we are making. 2wish has also established a bank of complementary therapists to offer family members an alternative to talking therapies.

Focused support groups continue to take place across Wales. Uptake is good at these groups; they are open to anyone who has suffered a traumatic and sudden loss of a child or young adult. Regular events involving bereaved siblings are held throughout the period, giving families and young people the opportunity to come together with the support staff who are available for any ongoing advice.

There remain many families struggling across Wales. As an organisation it is important we continue to raise awareness so families are aware of the support we can offer. This involves multi-agency working and spreading our message so both professionals and families know about 2wish. Helping to reduce the stigma in respect of mental health also plays an important part in our work. We feel early intervention could reduce the long-term effects of sudden bereavement and we are working with other mental health organisations to improve awareness and bring down barriers. The staff comprises a team of 20 led by the CEO Rhian Mannings. The team consists of a fundraising and

Trustees Report Continued

events team, finance, and a support team, who work closely together to make a difference for bereaved families.

Based in South Wales, with staff in North Wales and West Wales, the charity has gone from strength to strength in the last 12 months with both referrals and public interest increasing. As well as securely recording family information, we regularly analyse this information, looking for trends or factors that may be contributing to sudden child death. We produce statistics to show where deaths occur, causes of death and other factors which we hope may help reduce sudden death in children and young people in the future.

- To raise awareness of our charity and importance of bereavement support.
- To provide training for professionals including health staff and police officers.
- To provide immediate support for families following the death of a child or young adult.
- To provide support for anyone who witnesses a traumatic death of a child or young adult.

The charity offers a unique service here in Wales, working closely with both health professionals and police forces. Every Welsh emergency and critical care unit has access to the immediate support pathway constructed by 2wish. The charity can receive a phone call minutes after the death if a parent consents, allowing our team to support that family. Between October 2021 and September 2022 we supported 229 families, the majority using our immediate pathway to access our support. Families can, however, access our services at any time during their journey through their grief.

The CEO and Deputy CEO continue to attend training sessions and conferences across the country to promote 2wish but also to discuss bereavement care in sudden and traumatic situations.

Many hours have been spent with police officers to discuss how to support families and the importance of a sensitive approach to families. Work has also been done with Emergency Unit and mortuary staff to highlight the work that the charity undertakes.

Support is available for those who witness the death of a child or young adult and for those working in professional services. The charity regularly receives referrals from police officers and GP's enquiring about support for those people who are not related to the individual who passes away. The charity is educating Welsh organisations about this pathway and the importance of supporting all of those involved in trauma and sudden loss.

Everything 2wish does follows the above aims and objectives. We work hard to benefit families and those affected by the sudden death of a child or young adult and, using these aims, we believe we are making a difference by helping families through the most difficult of times. Emphasis is on the immediate family consisting of parents and siblings, but our organisation over the last few years has developed the support available for everyone affected by sudden loss. Grief and bereavement affects everyone very differently so it is important our staff are aware that these individual needs are met. Our services are always evolving and, by working with professionals involved directly with the bereaved families, our support has an incredible impact.

Trustees Report Continued

Public Benefit

2wish has worked hard to build successful relationships with police forces and health boards across Wales, and this has led to formal partnership agreements being developed. Families can then be discussed, safeguarding can be considered for both staff and families, and partnership working has shown that families receive the support they deserve. This also means that as more organisations become aware of 2wish and the support we offer, an increasing number of families will be referred to the charity. The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

2wish continue to be very proud of their achievements. It has been another very busy period with the number of families being referred increasing, here are the figures for our financial year:

- 15 families in 2014/15
- 84 families in 2015/16
- 117 families in 2016/17
- 136 families in 2017/18 (109 immediate, 27 historic)
- 207 families in 2018/19 (135 immediate, 72 historic)
- 195 families in 2019/20 (145 immediate, 50 historic)
- 177 families in 2020/21 (135 immediate, 42 historic)
- 229 families in 2021/22 (180 immediate, 49 historic)

Each family can have multiple individuals needing help, fundraising has needed to increase to meet the demand. There have been many successful events and meetings to raise awareness and to highlight the importance of supporting suddenly bereaved families. Regular meetings continue between 2wish staff and important stakeholders across Wales. The response to our work has always been positive and has resulted in the development of several partnerships.

Without the support of police forces, health boards and other organisations 2wish would not be able to support families. Our team has also changed over the last 12 months. The support team consists of four immediate support coordinators working alongside three members of staff who coordinate the long-term counselling and support for the families. A volunteer coordinator has been appointed to ensure that the volunteers feel valued and appreciated whilst recruiting new volunteers.

They are involved in both our own events and in community events. There are over 65 volunteers, all of whom contribute and make a difference. Working with the staff and volunteers is a growing group of counsellors and play therapists. These individuals work with our families and are paid by the charity to provide the care and support families require. The number of counsellors, play therapists and complementary therapists continues to grow due to the increase in referrals.

The support team meet regularly with them and working together is the only way we can provide the best service. Our events continue to be very successful in terms of raising both awareness of the charity and funds. Many of our events combine fundraising with raising awareness, as well as being social occasions for the families we support. In this respect our fundraising, events and marketing team offer services beyond the normal remit of simply fundraising. Our events fulfil part of our aims and objectives too.

Our Year at a Glance

October
Cardiff Half Marathon
Global Make Some Noise Support
2wish Rebrand
Petition Committee Meeting – Welsh Government
Pride of Britain Awards – Rhian attends
Swansea Neo Natal FSG

November
Petition debated by WAG
Rhian receives MBE Windsor Castle
Elephant Dip West Wales
2wish Wreath Making – online
South Support Event – Ceramic workshop
Support Event – Christmas at Bute Park
Ceramic Workshop (Adult) - South
Christmas at Bute Park (Family) - south
Saundersfoot Christmas light switch on

December
2wish Christmas Soiree
Grief Awareness Week launch in London
Staf Blue Skying Thinking and Annual Planning
2wish Virtual Remembrance Service
Office Reopened

January
Rhian CID training course for South Wales Police
£800 from the Gannett Foundation
10 for 10 launched

February
11 Mile Walk for George
Light Up Wales – For Our Stars
Virtual Kilimanjaro

March
Cardiff Half
Support Event – Breathing and relaxation workshop
Support Event - Spring Wreath Making (in person) West
Pembrokeshire Cake Sale

April
Woman In Wales Lunch and Donation
South Support Event – Penuchadre Organic Dairy Farm (family)

May
Service of Remembrance – Llandaff Cathedral
Little Ball of Hope
A Million Lights Released
Sky Dive
Welsh 3 Peaks
2wish Gin Night
Eisteddfod Yr Urdd – Denbigh
S.T.A.R. Weekend – North Wales 13-15 May
Suicide Focus Support Group - Narbeth
Vilomay
Cardiff Bay 10k

June
Wickets and Wheels
Cynnig Cymraeg Awarded
Chocolate workshop (Adults) - South
ISO9001 Accreditation
80's Disco Haverfordwest
Swansea Half Marathon
Support event - Hand reflexology workshop - West

July
Jo Foxhall wins Managing Director of the Year - Welsh Woman's Awards
Tai-Chi and Vitamin Sea Event – Mumbles
Porthcawl 10k
The Paul Burke XL in SW London - £1,056 was raised
Reflexology Support Event
Rhian "guest of honour" at Queen's College, Taunton Speech Day

August
Elephant Walk – North, South and West Wales
Immediate Support Pathway WAG – Launched
Altrad Golf Day – West
Prendergast Villa Football tournament – West
4-week sound bath meditation workshop
Barry 10k

September
South Wales Police Awards – Certificate of Commendation
South Support Event – Mindfulness morning (Adult)
Swansea Neo Natal Focus Support Group
Narberth Older teens Focus Support Group
Cardiff 10k
Llanelli Half Marathon

Trustee's Report Continued

Financial Review

Results

	2022	2021
	£	£
Income	758,062	523,519
Expenditure	805,173	(480,505)
Actual Operation surplus/(deficit) in period	(47,111)	43,014

Reserves

The operational deficit above can be seen to be attributed to an unrestricted deficit totalling £78,163 and a restricted surplus of £31,052 (2021: unrestricted surplus totalling £35,009 and restricted surplus of £8,005). The charity made an unrestricted loss on investments of £60,916 (2021: gain £16,341) during the year which resulted in a net unrestricted deficit of £139,079 (2021: gain of £51,350). The unrestricted reserves as at 30th September 2022 totalled £542,846 (2021: £681,925), of which £86,077 (2021: £225,798) are free reserves (unrestricted reserves less intangible assets, less fixed asssets, less designated funds).

The charity became a charitable incorporated organisation on 8th July 2016 and the net assets from the unincorporated charity were transferred to the new entity on 14th September 2016. The net assets transferred totalled £466,696. This money has been accumulated during the period from 26th October 2012 to 14th September 2016 being the period that the unincorporated charity commenced its activities until its incorporation.

2wish has a current policy of maintaining reserves as outlined in our reserves policy. As awareness of the work of the charity grows, so do referrals which require support and therefore funding. The charity's plans for expansion to extend across Wales, increasing awareness and support is crucial to our aims and objectives and funding is required for these future projects.

The support and services provided to families is ongoing and it is imperative that this support can continue should there be a fall in income. Reserves of £495,000, based on one year's costs assumptions are considered appropriate for this purpose. We continue to work hard to build our reserves.

The principal risks and uncertainties facing the charity as identified by the charity trustees are:

Funding: We are a mainly self-funded charity and rely on the generosity of our supporters. The charity sector is generally flooded with much competition for supporters' donations. One of the main issues affecting charities is the ability to raise funds from events effectively. There is no certainty in such events bringing in similar income as the previous year. To mitigate this, we have increased our fundraising and events team and have set targets. We are also looking at alternative funding streams which are spread over a longer period or for specific projects.

Trustee's Report Continued

Competition: Although the charity has excellent local support it is not as established and well-known as other local charities like Ty Hafan & Velindre. We are always working to improve awareness of our work, which in time should help us to become even better known.

Succession: There is a clear need for succession within the charity. This goes hand-in-hand with the staff structure and is high on the agenda for focus in the coming year. There has been a period of very rapid expansion of our services and our staff. We have focused on the staff structure in the future to allow for succession planning.

Plans for future periods

Our motto, “When it rains look for rainbows, when its dark look for stars’ has never meant more. We continue to see what a difference our charity makes and how adaptable we are as individuals and as a team. An element of hybrid working will remain, with staff working in the office, out and about and from home. The office will remain open for our guests and families, but staff will have a more flexible approach to where they work.

Structure, governance and management

Organisation structure and decision making
The charity is a Charitable Incorporated Organisation formed on 8th July 2016. The charity’s governing document is CIO – Foundation registered 8th July 2016. We became a Charitable Incorporated Organisation during the period as it was agreed that this was a structure better suited to us.

The charity is managed by the Chief Executive Officer (CEO) who delegates authority for project management and charitable activities to the Deputy CEO, Finance Manager, Bereavement Service Manager and other office based administrators and self-employed field staff (counsellors) and employed field staff.

The CEO meets with the administrative team daily and keeps in regular contact with field members. The Board of Trustees meets on a bi-monthly basis. Specific issues are brought to the attention of the Chair or other members of the board for a review, thereafter, being ratified at a full board meeting. All day-to-day management decisions are made through the above outlined management structure. Decisions which are brought to the Board relate to changes in strategic direction or policy, or risk management.

Risk management
The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. A risk register has been adopted using a traffic light system to flag up risks. Any amber or red risks are reviewed and assessed by the trustees at each Board of Trustee meeting and thereby ensure that systems are in place to mitigate exposure to major risks.

Key management personnel The pay of key management personnel is reviewed annually alongside a general review of all staff salaries. Salaries are benchmarked against similar size charities who operate in the region. Policies and the risk register are reviewed regularly and to a schedule.

Trustee's Report Continued

All of the trustees are required to submit a curriculum vitae and complete an informal application process where they are invited to set out what skills and benefits they can bring to the board. A prospective applicant then typically meets the CEO and/or the Chair to discuss the application The applicant may also attend a board meeting as an observer. If acceptable to both sides, an applicant will be proposed to the Board after the process and the appointment is put to a vote.

The formation of the Board of Trustees is undertaken based on skills need analysis as well as a general risk management and assessment of the needs of the charity. The charity aims to attract trustees who can add value to the charity.

The requisite management skills are deemed to be accountancy, human resources, legal, public relations, marketing and communications, all of which are represented by highly experienced individuals on the Board. All trustees are provided with a welcome pack which includes legal and regulatory framework regarding their responsibilities on recruitment. Induction is on a one-to-one basis with other trustees or the CEO. The trustees can meet with operatives of the charity, visit projects, and also participate in further training and charitable events. We are continually looking out for potential trustees who may add to our board’s skill and knowledge set.

Trustees’ recruitment and induction
Approach to financial investments Decisions about the investment strategy are governed by the finance committee and approved by the board. 2wish's investment portfolio was managed by Nugenis Financial Planning (formally Maven) during 2021/2022 according to the board's instructions.

The board recognises it has a responsibility to consider any ethical implications of its investments. The investment strategy is reviewed by the board with investment managers on an annual basis. Investments reports are disseminated to the board monthly with the management accounts, to review performance. 2wish does not depend on investment returns to fund its short-term operational requirements and is, therefore, able to tolerate short-term volatility of its investment portfolio. Our investments are risk adverse, which is consistent with a strategy of seeking to generate longer term income.

Trustee's Report Continued

Reference and Administrative Details

Registered Charity Number
1168140

Principal Address
Ground Floor, Unit 7
Magden Park
Llantrisant
CF72 8XT

Trustees
J Foxall - Chair
B Emanuel - Trustee (resigned 27/07/2022)
A Beckely - Treasurer
T Agland - Trustee
T Jones - Trustee (resigned 22/03/2023)
S Bolton - Trustee S Simpson - Trustee
Dr L Groves - Trustee
I Smith - Trustee (resigned 30/11/2021)
M Jones - Trustee (appointed 30/11/2022)
L Sheehy - Trustee (appointed 12/07/2022)
J Jones - Trustee (appointed 18/03/2022)
M O'Shea - Trustee (appointed 16/03/2022)

Key management personnel
R Mannings - CEO
R Williams - Finance Manager
E Kneebone - Deputy CEO

Bankers
Lloyds Bank
31 Fore Street
Taunton
TA1 1HN

Independent examiners
Azets Audit Services
Ty Derw
Lime Tree Court
Cardiff Gate Business Park
Cardiff
CF23 8AB

Investment providers
Maven Wealth Management
Oak Tree Court
Mulberry Drive
Pontprennau Cardiff
CF23 8RS

The trustees' report was approved by the Board of Trustees.

J Foxall
Trustee

Dated: ...28/07/2023.....

Statement of Trustee's Responsibilities

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions

Independent Examiner's Report

I report to the trustees on my examination of the accounts of 2wish (the charity) for the year ended 30 September 2022.

Responsibilities and basis of report
As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement
Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has now been withdrawn.

I understand that this has been done in order for financial statements to provide a true and fair view in accordance with Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Dated: .....28/07/2023.....

Claire Thompson FCCA DChA
Azets Audit Services
Ty Derw,
Lime Tree Court
Cardiff Gate Business Park
Cardiff
CF23 8AB

Statement of Financial Activities

Statement of Financial Activities
Including Income and Expenditure Account

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Income and endowments from:							
Donations and legacies	3	409,919	-	409,919	330,722	-	330,722
Charitable activities	4	25,354	207,439	232,793	49,000	97,018	146,018
Other trading activities	5	113,260	-	113,260	38,244	-	38,244
Investments	6	1,840	-	1,840	4,361	-	4,361
Other income	7	250	-	250	4,174	-	4,174
Total income		550,623	207,439	758,062	426,501	97,018	523,519
Expenditure on:							
Raising funds	8	81,956	-	81,956	16,959	-	16,959
Charitable activities	9	546,830	176,387	723,217	373,276	89,013	462,289
Other	13	-	-	-	1,257	-	1,257
Total expenditure		628,786	176,387	805,173	391,492	89,013	480,505
Net gains/(losses) on investments	14	(60,916)	-	(60,916)	16,341	-	16,341
Net (expenditure)/income for the year/ Net movement in funds		(139,079)	31,052	(108,027)	51,350	8,005	59,355
Fund balances at 1 October 2021		681,925	41,650	723,575	630,575	33,645	664,220
Fund balances at 30 September 2022		542,846	72,702	615,548	681,925	41,650	723,575

The statement of financial activities includes all gains and losses recognised this year.

All income and expenditure derive from continuing activities.

Balance Sheet

	Notes	2022 £	2022 £	2021 £	2021 £
Fixed assets					
Intangible assets	**15**		7,362		5,362
Tangible assets	**16**		9,407		10,768
Investments	**17**		371,171		228,099
			387,940		244,229
Current assets					
Debtors	**19**	152,093		4,955	
Cash at bank and in hand		167,839		545,088	
		319,932		550,043	
Creditors: amounts falling due within one year	**20**	(92,324)		(70,697)	
Net current assets			227,608		479,346
Total assets less current liabilities			615,548		723,575
Income funds					
Restricted funds	**23**		72,702		41,650
Unrestricted funds					
Designated funds	**24**	456,769		456,127	
General unrestricted funds		86,077		225,798	
			542,846		681,925
			615,548		723,575

The financial statements were approved by the Trustees on 28/07/2023

.....
J Foxall
Trustee

Dated: .....28/07/2023.....

Statement of Cash Flows

	Notes	2022 £	2022 £	2021 £	2021 £
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	27		(167,338)		120,165
Investing activities					
Purchase of intangible assets		(4,000)		-	
Purchase of tangible fixed assets		(3,762)		(5,974)	
Proceeds on disposal of tangible fixed assets		-		5	
Purchase of investments		(323,715)		(172,768)	
Proceeds on disposal of investments		119,726		172,908	
Investment income received		1,840		4,361	
Net cash used in investing activities			(209,911)		(1,468)
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(377,249)		118,697
Cash and cash equivalents at beginning of year			545,088		426,391
Cash and cash equivalents at end of year			167,839		545,088

Notes to the Financial Statements

1 Accounting policies

Charity information
2wish is a charitable incorporated organisation registered on 8th July 2016.

1.1 Accounting convention
The financial statements have been prepared in accordance with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern
At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds
Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources
Income is recognised when the charity is legally entitled to it after any performance conditions

Notes to the Financial Statements Continued

have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Event and sponsorship income is recognised when the event is held or the service is provided . Any amounts received in advance are deferred. Fundraising income is recognised on receipt.

Grants are only included in the SoFA when the general income recognition criteria are met.

In the case of performance related grants, income must only be recognised to the extent that the charity has provided the specified goods or services, as entitlement to the grant only occurs when the performance related conditions are met.

Capital grants are released to the Statement of Financial Activities in the year of receipt. Fixed assets relating to capital grants are capitalised, and depreciation charged is offset against the grant income, in a restricted fund.

Turnover is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

1.5 Resources expended
Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Costs of raising funds comprise the costs in relation to generating income such as fundraising activities.

Expenditure on charitable activities includes all costs relating to the furtherance of the charity's objectives as stated in the trustees report and their associated support costs.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Notes to the Financial Statements Continued

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

There has been no offsetting of assets and liabilities, or income and expenses.

1.6 Intangible fixed assets other than goodwill
Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Intangible assets acquired on business combinations are recognised separately from goodwill at the acquisition date where it is probable that the expected future economic benefits that are attributable to the asset will flow to the entity and the fair value of the asset can be measured reliably; the intangible asset arises from contractual or other legal rights; and the intangible asset is separable from the entity.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Software	3 years straight line basis

1.7 Tangible fixed assets
Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold Improvements	20% straight line basis
Office Equipment	20% straight line basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the period.

1.8 Fixed asset investments
Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.9 Impairment of fixed assets
At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Notes to the Financial Statements Continued

1.10 Cash and cash equivalents Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.11 Financial instruments The charity has elected to apply the provisions of Section 11 ‘Basic Financial Instruments’ and Section 12 ‘Other Financial Instruments Issues’ of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument. Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets
Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Derecognition of financial assets
Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

Basic financial liabilities
Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities
Financial liabilities are derecognised when the charity’s contractual obligations expire or are discharged or cancelled.

Notes to the Financial Statements Continued

1.12 Employee benefits
The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.13 Retirement benefits
Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.14 Leases
Rentals payable under operating leases are charged as an expense on a straight line basis over the term of the relevant lease.

2. Critical accounting estimates and judgements
In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources.

The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3. Donations and Legacies

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
Donations and gifts	409,919	330,722

Notes to the Financial Statements Continued

3. Donations and legacies

Donations and gifts		
General donations	407,074	311,413
In memoriam donations	2,845	19,309
	409,919	330,722

4. Charitable activities

	2022	2021
	£	£
Grants	232,793	146,018
Analysis by fund		
Unrestricted funds	25,354	49,000
Restricted funds	207,439	97,018
	232,793	146,018
Grants		
Welsh Government	61,314	-
Global Make Some Noise	14,356	15,000
St James Place	-	10,000
Aneurin Bevan University Health Board	35,721	-
Big Lottery Fund	58,230	49,227
Cardiff and Vale University Health Board	1,000	31,873
Coronavirus Job Retention Scheme	-	918
Zurich	7,500	-
Gwent Project	51,672	
First Give	2,000	
The Barratt Development	1,000	
	232,793	146,018

Notes to the Financial Statements Continued

5. Other trading activities

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
Fundraising events	107,442	31,963
Merchandise sales	5,818	6,281
Other trading activities	113,260	38,244

6. Investments

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
Interest receivable	1,840	4,361

7. Other income

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
Training Income	250	3,295
Sundry Income	-	760
Insurance Income	-	119
	250	4,174

Notes to the Financial Statements Continued

8. Raising funds

	Unrestricted funds 2022 £	Unrestricted funds 2021 £
Raising funds		
Fundraising costs	538	1,456
Online giving fees	3,085	6,110
Event costs	68,301	3,215
Raising funds	71,924	10,781
Trading costs		
Merchandise	9,832	6,178
Event refunds	200	-
Trading costs	10,032	6,178
	81,956	16,959

9. Charitable activities

	2022 £	2021 £
Staff costs	377,243	269,275
Counsellor fees	125,612	71,514
Marketing and printing	26,752	4,690
Memory boxes	14,919	4,104
Office costs	38,679	28,477
Other direct costs	48,103	29,370
Training	2,323	2,019
Travel and subsistence	33,967	6,998
Other staff costs	6,552	5,382
	674,150	421,829
Share of support costs (see note 10)	41,739	34,169
Share of governance costs (see note 10)	7,328	6,291
	723,217	462,289
Analysis by fund		
Unrestricted funds	546,830	
Restricted funds	176,387	
	723,217	

Notes to the Financial Statements Continued

10. Support costs

	Support costs	Governance costs	2022	Support costs	Governance costs	2021	Basis of allocation
	£	£	£	£	£	£	
Staff costs	6,814	-	6,814	6,226	-	6,226	Percentage
Depreciation	7,124	-	7,124	7,423	-	7,423	Direct
Bank charges	15	-	15	12	-	12	Direct
Office costs	15,973	-	15,973	11,053	-	11,053	Percentage
Subscriptions	5,936	-	5,936	3,615	-	3,615	Direct
Sundry expenses	821	-	821	3,584	-	3,584	Direct
Investment management fees	5,056	-	5,056	2,256	-	2,256	Direct
Accountancy costs	-	6,705	6,705	-	6,210	6,210	Governance
Meeting expenses	-	-	-	-	81	81	Governance
Consultancy	-	623	623	-	-	-	Governance
	41,739	7,328	49,067	34,169	6,291	40,460	
Analysed between							
Charitable activities	41,739	7,328	49,067	34,169	6,291	40,460	

Governance costs includes payments of £3,069 for independent examination fees (2021: £2,700) and £3,636 for accountancy services (2021: £3,510).

11. Trustees

None of the trustees (or any persons connected with them) received any remuneration from the charity during the year. No trustees was reimbursed for expenses during the current or prior year.

12. Employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
	16	12

Employment costs	2022 £	2021 £
Wages and salaries	346,898	250,342
Social security costs	30,549	20,432
Other pension costs	6,610	4,727
	384,057	275,501

Employees earning > £60k

No employee earned more than £60,000 during the current or prior year.

Notes to the Financial Statements Continued

Key management personnel

The key management personnel as detailed in the trustees report received benefits (including gross salary, employers national insurance and employers pension contributions totalling £107,541 (2021: £97,733).

There were no employees whose annual remuneration was more than £60,000.

13. Other

	Total	Unrestricted funds
	£	
	2022	2021
Net loss on disposal of tangible fixed assets	-	1,257
	-	1,257

14. Net gains/(losses) on investments

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
Gain/(loss) on sale of investments	(60,916)	16,341

Notes to the Financial Statements Continued

15. Intangible fixed assets

	Software £
Cost	
At 1 October 2021	9,000
Additions - separately acquired	4,000
At 30 September 2022	13,000
Amortisation and impairment	
At 1 October 2021	3,638
Amortisation charged for the year	2,000
At 30 September 2022	5,638
Carrying amount	
At 30 September 2022	7,362
At 30 September 2021	5,362

16. Tangible fixed assests

	Leasehold Improvements £	Office Equipment £	Total £
Cost			
At 1 October 2021	11,852	12,246	24,098
Additions	-	3,762	3,762
At 30 September 2022	11,852	16,008	27,860
Depreciation and impairment			
At 1 October 2021	9,067	4,264	13,331
Depreciation charged in the year	2,370	2,752	5,122
At 30 September 2022	11,437	7,016	18,453
Carrying amount			
At 30 September 2022	415	8,992	9,407
At 30 September 2021	2,786	7,982	10,768

Notes to the Financial Statements Continued

17 Fixed asset investments

	Listed investments £	Cash in portfolio	Total £
Cost or valuation			
At 1 October 2021	225,777	2,322	228,099
Additions	323,715	-	323,715
Valuation changes	(62,691)	-	(62,691)
Cash movement	-	1,774	1,774
Disposals	(119,726)	-	(119,726)
At 30 September 2022	367,075	4,096	371,171
Carrying amount			
At 30 September 2022	367,075	4,096	371,171
At 30 September 2021	225,777	2,322	228,099

18 Financial instruments

	2022 £	2021 £
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	367,075	225,777

19 Debtors

	2022 £	2021 £
Amounts falling due within one year:		
Trade debtors	58,232	340
Other debtors	83,259	3,730
Prepayments and accrued income	10,602	885
	152,093	4,955

20 Creditors: amounts falling due within one year

	Notes	2022 £	2021 £
Other taxation and social security		11,412	6,459
Deferred income	21	72,010	42,761
Trade creditors		5,833	1,139
Other creditors		-	17,638
Accruals and deferred income		3,069	2,700
		92,324	70,697

Notes to the Financial Statements Continued

21 Deferred income

	2022 £	2021 £
Other deferred income	72,010	42,761

Deferred income is included in the financial statements as follows:

	2022 £	2021 £
Balance brought forward	42,761	1,090
Income received	68,652	23,234
Income released	(31,963)	(18,252)
Balance carried forward	72,010	42,761

Deferred income relates to income received in advance of the date of an event.

22. Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £6,610 (2021: £4,727). There was £1,539 outstanding at the year end (2021: £886)

Notes to the Financial Statements Continued

23. Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				Movement in funds		
	Balance at 1 October 2020	Incoming resources	Resources expended	1 October 2021	Incoming resources	Resources expended	Balance at 30 September 2022
	£	£	£	£	£	£	£
Welsh Government	-	-	-	-	60,064	(60,094)	(30)
Moodance Foundation	20,833	-	(20,833)	-	-	-	-
Big Lottery Fund	12,812	49,227	(45,439)	16,600	45,626	(39,720)	22,506
Aneurin Bevan University Health Board	-	-	-	-	87,393	(39,418)	47,975
Coronavirus Job Retention Scheme	-	918	(918)	-	-	-	-
Cardiff and Vale University Health Board	-	31,873	(21,823)	10,050	-	(10,050)	-
Global Make Some Noise	-	15,000	-	15,000	14,356	(27,105)	2,251
	33,645	97,018	(89,013)	41,650	207,439	(176,387)	72,702

Welsh Government

Grant funding received towards the provision of memory box contents for bereaved families who have lost a child or young adult.

Moondance Foundation

Funding received to support staff costs.

Big Lottery Fund

Funding received to cover a five-year project based in North Wales. The restricted grant covers salary two members of staff both working in our support team along with travel costs. The total grant value over five years is £252,710.

Aneurin Bevan University Health Board

Funding received received towards the provision of memory box contents for bereaved families who have lost a child or young adult and training.

Coronavirus Job Retention Scheme

Scheme accessed to fund an element of wages costs during the pandemic.

Cardiff and Vale University Health Board Funds received for a pilot project to give support to families who lose a person of any age from suicide within the Gwent health board.

Global Make Some Noise Funds for wages, focus support groups and family events. Value for 6 months funding in FY21/22

Notes to the Financial Statements Continued

24. Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 October 2020	Resources expended	Transfers	Balance at 1 October 2021	Movement in funds: Incoming resources	Balance at 30 September 2022
	£	£	£	£	£	£
Support and overheads	370,000	-	-	370,000	-	370,000
North Wales activities	70,000	-	-	70,000	-	70,000
Fixed asset fund	18,837	(7,419)	4,709	16,127	642	16,769
	458,837	(7,419)	4,709	456,127	642	456,769

Support and overheads
This funding has been designated to support the Counselling Service and Overheads to run the charity including wages, to allow the service to continue to be delivered and wound down should funding cease.

North Wales activities
This funding has been designated to support North Wales service including wages, to allow the service to continue to be delivered and wound down should funding cease.

Fixed asset fund
This fund has been set up to designate the unrestricted net book value of the charity's fixed assets.

Notes to the Financial Statements Continued

25. Analysis of net assets between funds

	Unrestricted funds 2022 £	Designated funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Unrestricted funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Fund balances at 30 September 2022 are represented by:								
Intangible fixed assets	-	7,362	-	7,362	-	5,362	-	5,362
Tangible assets	-	9,407	-	9,407	-	10,768	-	10,768
Investments	-	371,171	-	371,171	-	228,099	-	228,099
Current assets/(liabilities)	86,077	68,829	72,702	227,608	225,798	211,898	41,650	479,346
	86,077	456,769	72,702	615,548	225,798	456,127	41,650	723,575

26. Related party transactions

There were no disclosable related party transactions during the year (2021 - none).

27 Cash generated from operations	2022 £	2021 £
(Deficit)/surpus for the year	(108,027)	59,355
Adjustments for:		
Investment income recognised in statement of financial activities	(1,840)	(4,361)
(Gain)/loss on disposal of tangible fixed assets	-	1,257
Loss/(gain) on disposal of investments	60,916	(16,341)
Amortisation and impairment of intangible assets	2,000	1,800
Depreciation and impairment of tangible fixed assets	5,124	5,623
Movements in working capital:		
(Increase)/decrease in debtors	(147,138)	32,711
(Decrease)/increase in creditors	(7,622)	3,432
Increase in deferred income	29,249	36,689
Cash (absorbed by)/generated from operations	(167,338)	120,165

28. Analysis of changes in net funds

The charity has no debt during the year.

Thank You

Thank you to all of our trustees, volunteers, fundraisers and partners for supporting us this year. Without you, we could not provide immediate and ongoing bereavement support for families, individuals and professionals affected by the sudden and traumatic death of a child or young adult aged 25 or under.

Best wishes, Rhian and the 2wish staff x

Together we can make a difference to those suddenly bereaved

2wish

2wish

Since 2012, we have been at the forefront of providing compassionate and caring sudden bereavement support in Wales and have developed incredible services that we know make a huge difference to people's lives.

As the number of those in need sadly continues to grow, we are determined to always be there whenever we are needed.

@2wishcharity

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2wish

England & Wales - Charity number 1168140

Accounts

Charity Registration No. 1168140

2 WISH UPON A STAR

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 SEPTEMBER 2021

2 WISH UPON A STAR

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2 WISH UPON A STAR

CHAIR'S STATEMENT

FOR THE YEAR ENDED 30 SEPTEMBER 2021

Our Achievements & Fundraising
This year has been another year of significant growth and expansion for 2 Wish and so much has been achieved, despite the continued challenges that the COVID-19 pandemic has presented.

The charity has grown and developed the teams across Wales, including four new roles across the country along with roles in West Wales, North Wales and supporting children and young people. This has enabled us to develop our offering as a charity and to expand our reach with fundraising and events. Thanks to our new Volunteer Co-ordinator, we have also taken on 43 new volunteers and ambassadors who are supporting the charity and fundraising within their own communities.

The year also saw the charity rebrand from 2 Wish Upon a Star to simply 2 Wish. Working with our branding partners, Stills, the team had several workshops to help them understand the charity, the current status and where it wanted to grow. Stills created an updated, but timeless fresh look for the charity which retained all the essential authenticity whilst embracing future opportunities. With that came a new and consistent approach to all charity materials as well as internal and external communications.

Despite the ongoing restrictions through the latter part of 2020 and early 2021, the charity was able to hold a number of in-person events including The Brecon Waterfall Walk, Never Walk Alone event and our Zip Wire event. We also held some successful online events including the virtual Wreath Making, virtual Pawathon and the virtual Little Ball of Hope.

The charity has been able to secure new corporate partnerships with A&LH Environmental Services, with donations made through recycling tech products. We are also collaborating with new corporate partners JCP solicitors. These partnerships generate vital funds for the charity to enable us to continue to support our families.

As well as the income from our corporate partners and legacy giving, the charity has been able to do a significant amount of fundraising during the year and the total income generated by the charity has surpassed half a million pounds. We continue to hold strong reserves and have continued our work on investments to ensure that the funds are working hard for the charity.

Our Work
It is important, as always, to remember why we do this fundraising and why our charity is so essential to the people of Wales. This year, 179 deaths of a child or young person were referred into us for immediate and ongoing support. And as always, we have supported the family, friends, and communities as well as the professionals affected by the trauma of the death.

Sadly, that statistic has meant that we have now supported following the death of more than 900 children or young people since the charity was founded in 2015 and we know that it is likely that we will surpass 1,000 by the end of 2021. Each of these shining stars is represented by a star on the wall of the 2 Wish offices and serveS as a reminder of why we do what we do.

We now have three Immediate Support Co-ordinators in place in South, West and North Wales and they support families in the immediate aftermath of the death of the child or young person. Their work is so essential in both supporting the family in their grief, but also being able to provide practical support and guidance following their bereavement.

We also completed our work on the Gwent Suicide project, for which we received funding from the Welsh Government in 2020. The project was to provide a pilot postvention bereavement support service to families affected by the suicide of an individual, of any age, in Gwent. During the pilot, which concluded in September 2021, we supported families following 45 deaths by suicide of individuals aged 26 and over in the Gwent area, proving that the support is so desperately needed.

Of course, none of these achievements would be possible without the drive, determination and inspirational leadership of our CEO, Rhian Mannings who continues to lead the charity with empathy and compassion for our families and our team. This year, not only did she finally receive her MBE awarded in the 2020 New Year's Honours List, presented by Prince Charles, but she also received the wonderful accolade of a Pride of Britain Award.

Our Board

We continue to be extremely fortunate to have an experienced and engaged board who guide and support the charity from a governance perspective. The board has a wide set of skills and we have been delighted to welcome back Tristan Agland this year as our legal trustee, and also to welcome Sian Bolton who has considerable experience in safeguarding and governance from her varied career background, most recently with Public Health Wales.

Our Board meetings continue to be held online and our Crisis Committee set up in early 2020, now known as the Trustee Support Committee, communicates and meets virtually regularly to discuss issues and challenges. We continue with our highly successful 'Buddy' programme where Trustees are periodically partnered with members of staff in a mentor and support type arrangement and this works very successfully in showing support to the team, getting to know individual areas of the charity and for the individuals to get to know each other a little better.

We have also set up various board subgroups throughout the year who have focused specifically on various projects and tasks. We continue to regularly review and update policies based on knowledge and changes to legislation, and we proactively manage our Risk Register to ensure our risks are being carefully managed.

This year we also held our first Blue Sky Thinking session, where staff and trustees met virtually to discuss the future of the charity, and conducted a SWOT analysis looking at strengths, weaknesses, opportunities, and threats and made plans for growth. Much of this was put in place during the year and a further date put in place for the new budget year to meet face to face to discuss next steps.

The Future

Despite the challenges, this year has been an exceptional year for the growth and the development of the charity, and it is plain to see that there are lots more opportunities to come.

We have secured a date for our Welsh Government petition, which was delivered in 2019 but delayed due to the COVID-19 pandemic, to be debated by Members of the Senedd with a view to reviewing the way bereavement care and support is delivered in Wales and making funding available to organisations such as 2 Wish who are supporting both families and professionals.

We have plans for continued expansion including additional members of the team, further development of the new 2 Wish brand and particularly the Welsh language offering. We are also adding to our events with an exciting programme planned for 2021-22 which marks the charity's 10th birthday.

As well as a year for celebration of the achievements of the charity, it will also be a year for consolidation and for reflecting on how far we have come during our 10 years. It will be time to reflect on why Rhian set up the charity and what has been achieved to date. It will also be a time to look to the future and consider what the next steps will be in terms of growth and development.

I would like to note thanks to the incredible team we have at 2 Wish who have worked hard to pivot and diversify, as well as continuing to provide support to our families during their darkest times and during another difficult year. I would also like to thank our board who will always give their time to support the charity. I very much look forward to the year ahead.

2 WISH UPON A STAR

TRUSTEES' REPORT

FOR THE YEAR ENDED 30 SEPTEMBER 2021

The trustees present their report and financial statements for the year ended 30 September 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

Objectives and activities

The objects of the CIO are, for the benefit of the public, the preservation and protection of physical and mental health of those in Wales and such other areas as the trustees may decide, who have suffered a bereavement of a child or young adult under 25 years of age by:

a. the provision of services including, but not exclusively, the provision of counselling and emotional support; and

b. the advancement of education and awareness of the public in relation to the effect that a bereavement or loss can have on families and others.

The charity aims:

To provide each family who lose a child or young adult in an Emergency Department with a memory box

Memory boxes continue to be distributed to hospitals across Wales. The charity is working closely with members of the emergency and critical care units in all Welsh hospitals and meets regularly to review stock and to discuss the use of the boxes. Progress has been excellent during this period with relationships developing between us and both hospital staff and executive board members.

To ensure every hospital has a suitable bereavement suite in the emergency unit.

Following the opening of our first bereavement suite in 2013, 2 Wish Upon A Star has refurbished or established a further five bereavement suites. These rooms are an important facility and one that should be accessible to any family member in distress. The rooms are comfortable and bring much comfort to families at such a difficult time. Discussions have been held with Welsh Government and it has been established by the premises team that no emergency unit in any Welsh Hospital will be refurbished without consideration for such family facilities in the future.

To provide professional one to one or group support to bereaved family members.

The charity works alongside over 125 counsellors and therapists to offer high quality service to suddenly bereaved families. With a bank of play therapists now established to support bereaved young siblings we are offering an excellent service. With short waiting lists we are extremely proud of the difference we are making. 2 Wish has also established a bank of complementary therapists to offer family members an alternative to talking therapies.

Regular events involving bereaved siblings are held throughout the period, giving families and young people the opportunity to come together with the support staff who are available for any ongoing advice.

To provide immediate support for families following the death of a child or young adult

The charity offers a unique service here in Wales, working closely with both health professionals and police forces. Every Welsh emergency and critical care unit now has access to the immediate support pathway constructed by 2 Wish. The charity could receive a phone call minutes after the death, if a parent consented, allowing our team to support that family.

Between October 2020 and September 2021 period we supported over 175 families, the majority using our immediate pathway to access our support. Families can, however, access our services at any time during their journey through their grief.

To provide training for professionals including health staff and police officers

The CEO continues to attend training sessions and conferences across the country to promote 2 Wish but also to discuss bereavement care in sudden and traumatic situations. Many hours have been spent with police officers to discuss how to support families and the importance of a sensitive approach to families. Work has also been done with Emergency Unit and mortuary staff to highlight the work that the charity undertakes.

To provide support for anyone who witnesses a traumatic death of a child or young adult

A pathway is established across Wales. Support is now available for those who witness the death of a child or young adult. The charity regularly receives referrals from police officers and GP's enquiring about support for those people who are not related to the individual who passes away. The charity continues to educate Welsh organisations about this pathway and the importance of supporting all of those involved in trauma and sudden loss.

To raise awareness of our charity and importance of bereavement support

There remain many families struggling across Wales. As an organisation it is important we continue to raise awareness so families are aware of the support we can offer. This involves multi-agency working and spreading our message so both professionals and families know about 2 Wish. Helping to reduce the stigma in respect of mental health also plays a part of the work of 2 Wish. We feel early intervention could reduce the long-term effects of sudden bereavement and we are working with other mental health organisations to improve awareness and bring down barriers.

The staff comprises a team of 12 led by the CEO Rhian Mannings. The team consists of a finance manager, fundraising, events and marketing team and a support team who work closely together to make a difference for bereaved families. Based in South Wales, with remote staff in North Wales, the charity has gone from strength to strength in the last 12 months with both referrals and public interest increasing. As well as securely recording family information, we regularly analyse this information, looking for trends or factors that may be contributing to sudden child death. We produce statistics to show where deaths occur, causes of death and other factors which we hope may help reduce sudden death in children and young people in the future.

Public Benefit

Everything that is done at 2 Wish is in compliance with the above aims and objectives. We work hard to benefit families and those affected by the sudden death of a child or young adult and, using these aims, we believe we are making a difference by helping families through the most difficult of times. Emphasis is on the immediate family consisting of parents and siblings, but our organisation over the last few years has developed the support available for everyone affected by sudden loss. Grief and bereavement effects everyone very differently so it is important our staff are aware that these individual needs are met. Our services are always evolving and, by working with professionals involved directly with the bereaved families, our support has an incredible impact.

2 Wish has worked hard to build successful relationships with police forces and health boards across Wales, and this has led to formal partnership agreements being developed. Families can then be discussed, safeguarding can be considered for both staff and families, and partnership working has shown that families receive the support they deserve. This also means that as more organisations become aware of 2 Wish and the support we offer, an increasing number of families will be referred to the charity.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

2 Wish continue to be very proud of their achievements. It has been another very busy period with the number of families being referred increasing:

15 families in 2014/15
84 families in 2015/16
117 families in 2016/17
136 families in 2017/18 (109 immediate and 27 historic)
207 families in 2018/19 (135 immediate and 72 historic)
195 families in 2019/20 (145 immediate and 50 historic)
177 families in 2020 (135 immediate and 42 historic)

Each family can have multiple individuals needing help. Fundraising continues to be a priority to meet the demand. There have been many successful events and meetings to raise awareness and to highlight the importance of supporting suddenly bereaved families.

Regular meetings continue between 2 Wish staff and important stakeholders across Wales. The response to our work has always been positive and has resulted in the development of several partnerships. Without the support of police forces, health boards and other organisations 2 Wish would not be able to support families.

It is of great importance that the volunteers feel valued and appreciated. They are involved in both our own events and in community events. There are about 50 volunteers, all of whom contribute and make a difference. We have employed a volunteer coordinator to nurture and grow our pool of volunteers and ambassadors.

Working with the staff and volunteers is a growing group of counsellors, play therapists and complimentary therapists. These individuals work with our families and are paid by the charity to provide the care and support families require. The number of counsellors, play therapists and complementary therapists continues to increase, which allows choice and convenience for our service users. The support team meet regularly with our partners as working together is the only way we can provide the best service.

Our events continue to be very successful in terms of raising both awareness of the charity and funds. Many of our events combine fundraising with raising awareness, as well as being social occasions for the families we support. In this respect our fundraising, events and marketing team offer services beyond the normal remit of simply fundraising. Our events fulfil part of our aims and objectives too.

The following events were held during the period;

5th December 2020 - Little Ball of Hope at home
13th December 2020 - Virtual Remembrance Service
1st-28th February 2021 - You'll never walk alone – virtual event
7th March 2021 - International Women's Day walk
22nd May 2021 - Virtual Pawathon event
13th June 2021 - Wickets and Wheels in person cycle ride
12th August 2021 - World elephant day event
26th August 2021 - Zip wire event

Important achievements in this period include:

26th October 2020 - Rhian Mannings 'Special Recognition' Pride of Britain award
9th November 2020 - New staff member – Immediate Support Coordinator – West Wales
18th January 2021 - New staff member – Volunteer Coordinator
9th February 2021 - Rhian launches PODCAST You, Me and the Elephant in the Room
15th April 2020 - Launch of our 'Supporting the Bereaved at Work' training
24th April 2020 - First annual 2wish counsellors conference (virtual)
1st August 2021 - Global Make Some Noise grant £29,356

2nd August 2021 - New staff member – Immediate Support Coordinator North Wales
13th September 2021 - our petition was considered at the Senedd, it was agreed to go forward for debate
13th September 2021 - New staff member – Children and Young Person Coordinator
20th September 2021 - Lynne Neagle Deputy Minister for Mental Health visits our Llantrisant office

2 Wish relies on the kindness and generosity of the public which, along with the income from our 2 Wish events, allows 2 Wish to support the bereaved families in Wales. 2 Wish also receives donations in lieu of flowers and many of our wonderful families go on to raise money for our organisation.

Financial review

Results
The results of the charity can be seen below:

	2021	2020
	£	£
Income	**523,519**	565,901
Expenditure	**(480,505)**	(440,684)
Actual Operational surplus in period	**43,014**	125,217

The operational surplus above can be seen to be attributed to an unrestricted surplus totalling £35,009 and a restricted surplus of £8,005 (2021: unrestricted surplus totalling £97,645 and restricted surplus of £27,572).

The charity made an unrestricted gain on investments of £16,341 (2021: £10,225) during the year which resulted in a net unrestricted surplus of £51,350 (2020: surplus of £107,870).

The unrestricted reserves as at 30 September 2021 totalled £681,925 (2021: £630,575), of which £225,798 (2021: £171,738) are free reserves (unrestricted reserves less Designated funds).

The charity became a charitable incorporated organisation on 8th July 2016 and the net assets from the unincorporated charity were transferred to the new entity on 14th September 2016. The net assets transferred totalled £466,696. This money has been accumulated during the period from 26th October 2012 to 14th September 2016 being the period that the unincorporated charity commenced its activities until its incorporation.

Reserves
2 Wish has a current policy of maintaining reserves as outlined in our reserves policy. As awareness of the work of the charity grows, so do referrals which require support and therefore funding. The charity's plans for increasing awareness and support is crucial to our aims and objectives and funding is required for these future projects. The support and services provided to families is ongoing and it is imperative that this support can continue should there be a fall in income. Reserves of £495,000, based on one year's costs assumptions are considered appropriate for this purpose.

The unrestricted reserves as at 30 September 2021 totalled £681,925, of which £225,798 are free reserves (unrestricted reserves less fixed assets, less intangible assets). The reserves of the charity currently exceed the target set but, as noted throughout the report, due to the charity's plans for expansion of its services, future projects and the unpredictably of funding, excess reserves are deemed necessary to ensure the success of the charity in future periods.

Fundraising
During this financial period, the fundraising team have evolved many of our events to online offerings as well as introducing new events to our calendar. We will carefully assess the success of these events to see which ones we can take forward and develop in future years.

The principal risks and uncertainties facing the charity as identified by the charity trustees are:

Funding: The majority of our income is self-funded; we rely on the generosity of our supporters. The charity sector is generally flooded with much competition for supporters' donations. One of the main issues affecting charities is the ability to raise funds from events effectively. There is no certainty in such events bringing in similar income as the previous year. To mitigate this, we are increasing our fundraising and events team work to targets and budgets. We are also looking at more grants, corporate sponsorship and other alternative funding streams which are spread over a longer period or for specific projects.

Competition: Although the charity has excellent local support it is not as established and well-known as other local charities like Ty Hafan and Velindre. We are always working to improve awareness of our work, which in time should help us to become even better known.

Succession: Staff structure is high on the agenda as we build our team to incorporate succession planning. There has been a period of very rapid expansion of our services and our staff. Therefore, we need to recognise this, reassess, adjust and consolidate.

Plans for future periods

It is important that families in all parts of Wales receive the same support, be it telephone, email or face to face support. Therefore, we will be looking at recruiting a support coordinator based in West Wales over the next 12 months. We receive a significant number of deaths from this area and we need to make sure staff are available to support.

We also plan to continue to recruit new counsellors, play therapists and complementary therapists across Wales so families do not have to travel too far for support. This will also keep our waiting list short, which is currently about 2 weeks.

As awareness increases, we plan to use the opportunity to recruit volunteers with our volunteer coordinator, gaining help from all areas of Wales so that small events can be started in these areas. These events will bring in money but will also help us spread awareness of our services.

Structure, governance and management

The charity is a Charitable Incorporated Organisation formed on 8th July 2016. The charity's governing document is CIO – Foundation registered 8th July 2016. We became a Charitable Incorporated Organisation during the period as it was agreed that this was a structure better suited to us.

Organisation structure and decision making
The charity is managed by the Chief Executive Officer (CEO) who delegates authority for project management and charitable activities to the Bereavement Service Manager, Finance Manager and other office based administrators and self-employed field staff (counsellors). The CEO meets with the administrative team on a daily basis and keeps in regular contact with field members.

The Board of Trustees meets on a bi-monthly basis. Specific issues are brought to the attention of the Chair or other members of the board for a review, thereafter being ratified at a full board meeting. All day to day management decisions are made through the above outlined management structure. Decisions which are brought to the Board relate to changes in strategic direction or policy, or risk management.

Trustees recruitment and induction
All of the trustees are required to submit a curriculum vitae and complete an informal application process where they are invited to set out what skills and benefits they can bring to the board. A prospective applicant then typically meets the CEO and/or the Chair to discuss the application. The applicant may also attend a board meeting as an observer. If acceptable to both sides, an applicant will be proposed to the Board after the process and the appointment is put to a vote.

The formation of the Board of Trustees is undertaken on the basis of a skills need analysis as well as a general risk management and assessment of the needs of the charity. The charity aims to attract trustees who can add value to the charity.

The requisite management skills are deemed to be accountancy, human resources, legal, public relations, marketing and communications, all of which are represented by highly experienced individuals on the Board.

All trustees are provided with a welcome pack which includes legal and regulatory framework regarding their responsibilities on recruitment. Induction is on a one to one basis with other trustees or the CEO. The trustees have the opportunity to meet with operatives of the charity, visit projects and also participate in further training and charitable events.

We are continually looking out for potential trustees who may add to our board's skill and knowledge set.

Key management personnel
The pay of key management personnel is reviewed annually alongside a general review of all staff salaries. Salaries are benchmarked against similar size charities who operate in the region.

Policies and the risk register are reviewed regularly and to a schedule.

Risk management
The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

A risk register has been adopted using a traffic light system to flag up risks. Any amber or red risks are reviewed and assessed by the trustees at each Board of Trustee meeting and thereby ensure that systems are in place to mitigate exposure to major risks.

Registered charity number
1168140

Principal address
Ground Floor, Unit 7
Magden Park
Llantrisant
CF72 8XT

Trustees

J Foxall	- Chair
B Emanuel	- Trustee
A Beckely	- Treasurer
T Agland	- Trustee
T Jones	- Trustee
S Bolton	- Trustee (Appointed 20/1/21)
S Simpson	- Trustee
Dr L Groves	- Trustee

Key management personnel
R Mannings - CEO

Independent examiners
Azets Audit Services
Ty Derw
Lime Tree Court
Cardiff Gate Business Park
Cardiff
CF23 8AB

Bankers
Lloyds Bank
31 Fore Street
Taunton
TA1 1HN

Investment providers
Maven Wealth Management
Oak Tree Court
Mulberry Drive
Pontprennau
Cardiff
CF23 8RS

The trustees' report was approved by the Board of Trustees.

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J Foxall
Trustee
Dated: 11/7/22

2 WISH UPON A STAR

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 30 SEPTEMBER 2021

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

2 WISH UPON A STAR

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF 2 WISH UPON A STAR

I report to the trustees on my examination of the accounts of 2 Wish Upon a Star (the charity) for the year ended 30 September 2021.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has now been withdrawn.

I understand that this has been done in order for financial statements to provide a true and fair view in accordance with Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1 accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or

2 the financial statements do not accord with those records; or

3 the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Sarah Case FCA DChA
Azets Audit Services
Ty Derw
Lime Tree Court
Cardiff Gate Business Park
Cardiff
CF23 8AB
United Kingdom

Dated: 21-07-2022

2 WISH UPON A STAR

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 SEPTEMBER 2021

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Income and endowments from:							
Donations and legacies	3	330,722	-	330,722	333,245	-	333,245
Charitable activities	4	49,000	97,018	146,018	72,390	123,213	195,603
Other trading activities	5	38,244	-	38,244	32,574	-	32,574
Investments	6	4,361	-	4,361	4,320	-	4,320
Other income	7	4,174	-	4,174	159	-	159
Total income		426,501	97,018	523,519	442,688	123,213	565,901
Expenditure on:							
Raising funds	8	16,959	-	16,959	19,833	-	19,833
Charitable activities	9	373,276	89,013	462,289	325,110	95,641	420,751
Other	13	1,257	-	1,257	100	-	100
Total resources expended		391,492	89,013	480,505	345,043	95,641	440,684
Net gains/(losses) on investments	14	16,341	-	16,341	10,225	-	10,225
Net income for the year/ Net movement in funds		51,350	8,005	59,355	107,870	27,572	135,442
Fund balances at 1 October 2020		630,575	33,645	664,220	522,705	6,073	528,778
Fund balances at 30 September 2021		681,925	41,650	723,575	630,575	33,645	664,220

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

2 WISH UPON A STAR

BALANCE SHEET

AS AT 30 SEPTEMBER 2021

	Notes	2021 £	£	2020 £	£
Fixed assets					
Intangible assets	**15**		5,362		7,200
Tangible assets	**16**		10,768		11,637
Investments	**17**		228,099		211,902
			244,229		230,739
Current assets					
Debtors	**19**	4,955		37,666	
Cash at bank and in hand		545,088		426,391	
		550,043		464,057	
Creditors: amounts falling due within one year	**20**	(70,697)		(30,576)	
Net current assets			479,346		433,481
Total assets less current liabilities			723,575		664,220
Income funds					
Restricted funds	**23**		41,650		33,645
Unrestricted funds					
Designated funds	**24**	456,127		458,837	
General unrestricted funds		225,798		171,738	
			681,925		630,575
			723,575		664,220

The financial statements were approved by the Trustees on 11-7-2022

.....

J Foxall
Trustee

2 WISH UPON A STAR

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 SEPTEMBER 2021

	Notes	2021 £	2021 £	2020 £	2020 £
Cash flows from operating activities					
Cash generated from operations	27		120,165		106,226
Investing activities					
Purchase of tangible fixed assets		(5,974)		(1,968)	
Proceeds on disposal of tangible fixed assets		5		-	
Purchase of investments		(172,768)		(169,024)	
Proceeds on disposal of investments		172,908		169,196	
Investment income received		4,361		4,320	
Net cash (used in)/generated from investing activities			(1,468)		2,524
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			118,697		108,750
Cash and cash equivalents at beginning of year			426,391		317,641
Cash and cash equivalents at end of year			545,088		426,391

2 WISH UPON A STAR

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 SEPTEMBER 2021

1 Accounting policies

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Event and sponsorship income is recognised when the event is held or the service is provided . Any amounts received in advance are deferred.

Fundraising income is recognised on receipt.

1 Accounting policies **(Continued)**

Grants are only included in the SoFA when the general income recognition criteria are met.

In the case of performance related grants, income must only be recognised to the extent that the charity has provided the specified goods or services, as entitlement to the grant only occurs when the performance related conditions are met.

Capital grants are released to the Statement of Financial Activities in the year of receipt. Fixed assets relating to capital grants are capitalised, and depreciation charged is offset against the grant income, in a restricted fund.

Turnover is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Costs of raising funds comprise the costs in relation to generating income such as fundraising activities.

Expenditure on charitable activities includes all costs relating to the furtherance of the charity's objectives as stated in the trustees report and their associated support costs.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

There has been no offsetting of assets and liabilities, or income and expenses.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Intangible assets acquired on business combinations are recognised separately from goodwill at the acquisition date where it is probable that the expected future economic benefits that are attributable to the asset will flow to the entity and the fair value of the asset can be measured reliably; the intangible asset arises from contractual or other legal rights; and the intangible asset is separable from the entity.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Software	3 years straight line basis

1 Accounting policies **(Continued)**

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold Improvements	20% straight line basis
Office Equipment	20% straight line basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the period.

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.9 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.10 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.11 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

1 Accounting policies **(Continued)**

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.12 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.13 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.14 Leases

Rentals payable under operating leases are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Donations and gifts	330,722	333,245
Donations and gifts		
General donations	311,413	326,446
In memoriam donations	19,309	6,799
	330,722	333,245

4 Charitable activities

		2020
	2021	2020
	£	£
Grants	146,018	195,603
Analysis by fund		
Unrestricted funds	49,000	72,390
Restricted funds	97,018	123,213
	146,018	195,603
Grants		
Welsh Government	-	13,370
Global Make Some Noise	15,000	-
St James Place	10,000	-
Aneurin Bevan University Health Board	-	6,190
Big Lottery Fund	49,227	35,828
Cardiff and Vale University Health Board	31,873	14,990
Coronavirus Job Retention Scheme	918	12,325
J Van Mars Foundation	-	5,000
Jenour Foundation	-	2,000
Moondance Foundation	-	58,400
Zurich	39,000	-
	146,018	195,603

5 Other trading activities

	Unrestricted funds 2021 £	Unrestricted funds 2020 £
Fundraising events	31,963	18,252
Merchandise sales	6,281	14,322
Other trading activities	38,244	32,574

6 Investments

	Unrestricted funds 2021 £	Unrestricted funds 2020 £
Interest receivable	4,361	4,320

7 Other income

	Unrestricted funds 2021 £	Unrestricted funds 2020 £
Training Income	3,295	-
Sundry Income	760	-
Insurance Income	119	159
	4,174	159

8 Raising funds

	Unrestricted funds 2021 £	Unrestricted funds 2020 £
Raising funds		
Fundraising costs	1,456	315
Online giving fees	6,110	4,852
Event costs	3,215	11,122
Raising funds	10,781	16,289
Trading costs		
Merchandise	6,178	3,544
	16,959	19,833

9 Charitable activities

	2021 £	2020 £
Staff costs	269,275	217,293
Counsellor fees	71,514	70,408
Marketing and printing	4,690	11,939
Memory boxes	4,104	10,753
Office costs	28,477	26,145
Other direct costs	29,370	38,943
Training	2,019	1,271
Travel and subsistence	6,998	10,279
Other staff costs	5,382	648
	421,829	387,679
Share of support costs (see note 10)	34,169	26,066
Share of governance costs (see note 10)	6,291	7,006
	462,289	420,751
Analysis by fund		
Unrestricted funds	373,276	
Restricted funds	89,013	
	462,289	

10 Support costs

	Support costs	Governance costs	2021	Support costs	Governance costs	2020	Basis of allocation
	£	£	£	£	£	£	
Staff costs	6,226	-	6,226	5,947	-	5,947	Percentage
Depreciation	7,423	-	7,423	6,771	-	6,771	Direct
Bank charges	12	-	12	959	-	959	Direct
Office costs	11,053	-	11,053	6,239	-	6,239	Percentage
Subscriptions	3,615	-	3,615	2,837	-	2,837	Direct
Sundry expenses	3,584	-	3,584	1,089	-	1,089	Direct
Investment management fees	2,256	-	2,256	2,224	-	2,224	Direct
Legal and professional	-	-	-	-	461	461	Governance
Accountancy costs	-	6,210	6,210	-	6,348	6,348	Governance
Meeting expenses	-	81	81	-	197	197	Governance
	34,169	6,291	40,460	26,066	7,006	33,072	
Analysed between							
Charitable activities	34,169	6,291	40,460	26,066	7,006	33,072	

Governance costs includes payments of £2,700 for independent examination fees (2020: £2,700) and £3,510 for accountancy services (2020: £3,648).

11 Trustees

None of the trustees (or any persons connected with them) received any remuneration from the charity during the year. No trustees was reimbursed for expenses during the current or prior year.

12 Employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
	12	10

Employment costs	2021 £	2020 £
Wages and salaries	250,342	207,007
Social security costs	20,432	12,630
Other pension costs	4,727	3,603
	275,501	223,240

Employees earning > £60k

No employee earned more than £60,000 during the current or prior year.

Key management personnel
The key management personnel as detailed in the trustees report received benefits (including gross salary, employers national insurance and employers pension contributions totalling £47,543 (2020: £44,556).

13 Other

	Unrestricted funds 2021	Unrestricted funds 2020
Net loss on disposal of tangible fixed assets	1,257	100
	1,257	100

14 Net gains/(losses) on investments

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Gain/(loss) on sale of investments	16,341	10,225

15 Intangible fixed assets

	Software
	£
Cost	
At 1 October 2020 and 30 September 2021	9,000
Amortisation and impairment	
At 1 October 2020	1,800
Amortisation charged for the year	1,838
At 30 September 2021	3,638
Carrying amount	
At 30 September 2021	5,362
At 30 September 2020	7,200

16 Tangible fixed assets

	Leasehold Improvements	Office Equipment	Total
	£	£	£
Cost			
At 1 October 2020	12,629	12,404	25,033
Additions	-	5,974	5,974
Disposals	(776)	(6,132)	(6,908)
At 30 September 2021	11,853	12,246	24,099
Depreciation and impairment			
At 1 October 2020	7,093	6,303	13,396
Depreciation charged in the year	2,570	3,011	5,581
Eliminated in respect of disposals	(596)	(5,050)	(5,646)
At 30 September 2021	9,067	4,264	13,331
Carrying amount			
At 30 September 2021	2,786	7,982	10,768
At 30 September 2020	5,536	6,101	11,637

17 Fixed asset investments

	Listed investments	Cash in portfolio	Total
	£		£
Cost or valuation			
At 1 October 2020	208,838	3,064	211,902
Additions	172,768	-	172,768
Valuation changes	16,341	-	16,341
Cash movement	(172,170)	(742)	(172,912)
At 30 September 2021	225,777	2,322	228,099
Carrying amount			
At 30 September 2021	225,777	2,322	228,099
At 30 September 2020	208,838	3,064	211,902

18 Financial instruments

	2021	2020
	£	£
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	225,777	208,838

19 Debtors

	2021	2020
Amounts falling due within one year:	£	£
Trade debtors	340	-
Other debtors	3,730	33,333
Prepayments and accrued income	885	4,333
	4,955	37,666

20 Creditors: amounts falling due within one year

	Notes	2021	2020
		£	£
Other taxation and social security		6,459	4,882
Deferred income	21	42,761	6,072
Trade creditors		1,139	-
Other creditors		17,638	16,922
Accruals and deferred income		2,700	2,700
		70,697	30,576

21 Deferred income

	2021	2020
	£	£
Other deferred income	42,761	6,072

Deferred income is included in the financial statements as follows:

	2021	2020
	£	£
Balance brought forward	6,072	1,090
Income received	68,652	23,234
Income released	(31,963)	(18,252)
Balance carried forward	42,761	6,072

Deferred income relates to income received in advance of the date of an event.

22 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £4,727 (2020: £3,603). There was £886 outstanding at the year end (2020: £874).

23 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds			Movement in funds		
	Balance at 1 October 2019	Incoming resources	Resources expended1	Balance at October 2020	Incoming resources	Resources expended	Balance at 30 September 2021
	£	£	£	£	£	£	£
Zurich	6,073	5,000	(11,073)	-	-	-	-
Welsh Government	-	13,370	(13,370)	-	-	-	-
Moodance Foundation	-	50,000	(29,167)	20,833	-	(20,833)	-
Big Lottery Fund	-	35,828	(23,016)	12,812	49,227	(45,439)	16,600
Aneurin Bevan University Health Board	-	6,190	(6,190)	-	-	-	-
Volunay Action Merthyr Tydfil	-	500	(500)	-	-	-	-
Coronavirus Job Retention Scheme	-	12,325	(12,325)	-	918	(918)	-
Cardiff and Vale University Health Board	-	-	-	-	31,873	(21,823)	10,050
Global Make Some Noise	-	-	-	-	15,000	-	15,000
	6,073	123,213	(95,641)	33,645	97,018	(89,013)	41,650

23 Restricted funds **(Continued)**

Zurich
Corporate sponsorship received to fund the maintenance and refurbishment of bereavement rooms.

Welsh Government
Grant funding received towards the provision of memory box contents for bereaved families who have lost a child or young adult.

Moondance Foundation
Funding received to support staff costs.

Big Lottery Fund
Funding received to cover a five-year project based in North Wales. The restricted grant covers salary two members of staff both working in our support team along with travel costs. The total grant value over five years is £252,710.

Aneurin Bevan University Health Board
Funding received received towards the provision of memory box contents for bereaved families who have lost a child or young adult and training.

Voluntary Action Merthyr Tydfil
Awarded as a one off COVID-19 grant, which was restricted to 'Counselling materials' such as bereavement books and worry eaters. This grant was specifically to cover additional costs of extra materials directly to our families due to the COVID-19 lockdown.

Coronavirus Job Retention Scheme
Scheme accessed to fund an element of wages costs during the pandemic.

Cardiff and Vale University Health Board
Funds received for a pilot project to give support to families who lose a person of any age from suicide within the Gwent health board. 12 months funding in FY20/21.

Global Make Some Noise
Funds for wages, focus support groups and family events. Value for 6 months funding in FY20/21.

24 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 October 2019	Resources expended	Transfers	Balance at 1 October 2020	Resources expended	Transfers	Balance at 30 September 2021
	£	£	£	£	£	£	£
Support and overheads	370,000	-	-	370,000	-	-	370,000
North Wales activities	70,000	-	-	70,000	-	-	70,000
Fixed asset fund	23,736	(6,767)	1,868	18,837	(7,419)	4,709	16,127
	463,736	(6,767)	1,868	458,837	(7,419)	4,709	456,127

Details of the designations can be found in the trustees report.

25 Analysis of net assets between funds

	Unrestricted 2021	Designated funds 2021	Restricted 2021	Total 2021	Unrestricted 2020	Designated funds 2020	Restricted 2020	Total 2020
	£	£	£	£	£	£	£	£
Fund balances at 30 September 2021 are represented by:								
Intangible fixed assets	-	5,362	-	5,362	-	7,200	-	7,200
Tangible assets	-	10,768	-	10,768	-	11,637	-	11,637
Investments	-	228,099	-	228,099	-	211,902	-	211,902
Current assets/(liabilities)	225,798	211,898	41,650	479,346	171,738	228,098	33,645	433,481
	225,798	456,127	41,650	723,575	171,738	458,837	33,645	664,220

26 Related party transactions

There were no disclosable related party transactions during the year (2020 - none).

27 Cash generated from operations

	2021	2020
	£	£
Surplus for the year	59,355	135,442
Adjustments for:		
Investment income recognised in statement of financial activities	(4,361)	(4,320)
Loss on disposal of tangible fixed assets	1,257	100
Gain on disposal of investments	(16,341)	(10,225)
Amortisation and impairment of intangible assets	1,800	1,800
Depreciation and impairment of tangible fixed assets	5,623	4,971
Movements in working capital:		
Decrease/(increase) in debtors	32,711	(29,921)
Increase in creditors	3,432	3,397
Increase in deferred income	36,689	4,982
Cash generated from operations	120,165	106,226

28 Analysis of changes in net funds

The charity had no debt during the year.

2wish

England & Wales - Charity number 1168140

Accounts

2 WISH UPON A STAR
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2020

CHARITY REGISTRATION NO. 1168140

2 WISH UPON A STAR

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CHAIRPERSON STATEMENT

2 Wish Upon A Star continues to flourish and expand, providing expert support to those affected by the death of a child or young adult.

The Board

We have an excellent board of trustees with a diverse set of appropriate skills, as shown by our diversity and skills matrix. All the trustees are engaged, committed to the objectives of 2 wish upon a star and a pleasure to work with. These skills have been fully stretched with the pandemic of COVID-19 affecting the world this year. As a reaction to Covid-19 , we very quickly set up a group of trustees to meet virtually once a week, or more if needed, to support the CEO (and staff) through this crisis. We also 'buddied' every member of staff with a trustee. The aim of this was to provide extra support and monitor how staff were coping working from home, but as a bonus this has built even better relationships between the board and staff, and broken down some imagined barriers.

The board completed a thorough review of all policies (started last year) thereby underpinning good governance. This included much focus on our reserves and reserves policy which have stood us on firm ground in the pandemic. We are fortunate to have good reserves, which is essential when providing long term psychological support. We have also worked on involving the staff in ownership of the income (fundraising team) and expenditure (support team) and the important connections between the two. Work was completed on the staff and trustee appraisals, wages framework and staff structure, which will provide a solid basis for the future.

My thanks go to all the board for their time and knowledge during this year, but particularly to the Crisis group.

Our work and Achievements

As a charity, we deal with death of children and young people, so our statistics are not just numbers, but represent loss, sadness, devastation and so much more. This year 195 deaths of a child or young person were referred to us. As always, we have provided support, as required, to those families, friends and professionals affected.

2 Wish Upon A Star is a pan Wales charity based in South Wales, but it has been our plan to have a physical presence by employing staff in North Wales, and then West Wales in order to properly connect with the local communities and to serve our charitable objects of both awareness and support. This year our team secured funding to fulfil this aim in North Wales. Two new staff were employed and started just as the lock down came into force due to the pandemic. Luckily they had a brief visit to our Cardiff office just prior, and then we were all reduced to the new world of cyber meetings. Nonetheless, North Wales has been a huge success.

We have increased our immediate referrals for from 22 in the previous year to 28 this year, proving that having professional staff who are on hand and understand the local community, (in this case speaking Welsh too), is essential for our work.

We have also continued with our work opening bereavement rooms and giving presentations for training and awareness, alongside many other events noted further on in this report, often via online platforms and other means after the pandemic struck in March.

To provide all our services, fundraising is crucial. Our annual Little Ball of Hope and many other events were cancelled, delayed or translated into online versions. Despite such difficulties our wonderful staff team were innovative and adaptable, so that remarkably under such conditions, our income was as good as ever. Many thanks also to our amazing team of volunteers and corporate partners who supported us through hard times. Community and teamwork are fundamental to 2 Wish Upon A Star. It underpins everything we do, and I believe this cohesiveness has enabled us to cope so well during the pandemic.

CHAIRPERSON STATEMENT (CONTINUED)

Looking forward

We have learnt some positive lessons from the pandemic to take forward. These include working from home as an option, and some very successful online fundraising events.
Due to the success of our having staff on the ground in North Wales, we are considering other areas of expansion, particularly West Wales.
Fund raising now is very aware of the need for flexible event planning and online events in the future.
We are lucky to have reserves but are aware that this must be constantly monitored, particularly as we have a duty of care to those we are supporting over a longer term. This is highlighted further by Covid-19.

Rhian Mannings (CEO) continues her inspirational leadership and team management. We were delighted that she received the well earned honour of CBE in the New Years honours list. Rhian never ceases to surprise with her endless energy and achievements.
It is an absolute pleasure to work with Rhian, her team of staff and a superb board.

L Burridge
Chairperson

Dated: .....2nd July 2021.....

Lulu Burridge, Chair of Trustees, 2 Wish Upon A Star

Current Chairperson's Comment

The team at 2 Wish continue to provide unrivalled support to families and communities in Wales affected by the sudden death of a child or young person. Due to COVID, this has been a challenging year for so many, for so many reasons but the team quickly adapted to a new way of working safely from home and continued to deliver services albeit in a different way. Events and fundraising have sadly been affected, but again the team have adapted to the challenge admirably with online events and fundraisers.

There are exciting times ahead with continued expansion, growth and development, future rebranding activity and possible diversification. In 2022 we have the 10th anniversary of the charity and a landmark fundraising trip to Kilimanjaro is being planned, as well as hopes to return to an in person Little Ball of Hope as well as our other in person events.

None of this could be achieved without the wonderful team at 2 Wish and the fantastic board of Trustees supporting. It also couldn't be achieved without the continued inspirational leadership of the Chief Executive, Rhian Mannings who has led the charity with empathy, compassion and a drive for change for people experiencing a devastating loss. I'm very proud to be part of this amazing charity and look forward to what is to come.

Jo Foxall
Chair

Dated: .....2nd July 2021.....

CEO REPORT

" Well where do I start? When I wrote the last report, who could have imagined what lay ahead not only for 2 Wish but for the UK and the rest of the world. The last 12 months have been a roller coaster from closing our office doors in March wondering if we will ever be back to organising Zoom bingo sessions with our bereaved grandparents.

2019 ended on a high with the launch of our Sky Full of Stars App where families could purchase a virtual sky in our virtual sky and name it after a loved one. Having Coldplay's Chris Martin perform an instrumental version of their song Sky Full of Stars especially for the app was an amazing moment and it is a project we are very proud of. We had no idea that the launch event in December would be the last face to face event we would hold for the rest of the financial year.

As a charity supported mainly by our community of fundraisers the uncertainty of our fundraising was daunting. However, our incredible supporters once again worked hard to keep 2 Wish going allowing us to continue to make a difference to so many. The highlight of the virtual fundraising calendar was our 26.2 event in partnership with the London marathon raising over £20,000.

The line we have always used at 2 Wish – 'Never forget' meant more than ever. Our elephant walk in August on World Elephant day brought people together walking in memory of those they loved and missed.

We have always been privileged to work closely with front line workers and now we were prouder than ever. Our training continued when possible, online and our messages of support were gratefully received.

Difficult times for so many families, both for those who were bereaved during lockdown but also for those who had to adapt to grieving in isolation. However, knowing our support was still there, be it in different ways, brought comfort. Apart from face-to-face contact, the support we offer continued but went online. Not ideal of course but people quickly adapted to Zoom calls for support, Zoom events, coffee mornings and self-care sessions.
I can not thank the 2 Wish team enough for adapting so well to home working and the new ways of working. If anything, relationships were strengthened and the support of our amazing board of trustees was also invaluable. Staff v Trustee Quiz evenings were a highlight to keep spirits high although its best if I keep the scores private.

I am so proud and relieved so say 2 Wish is still standing strong. Our families old and new are still supported and know where we are. Thank you to the incredible people who have donated, fundraised, and believed in us.

My thoughts go out to those families and individuals who have lost so much the last 12 months – be it loved ones, jobs, or businesses. Thank you to our key workers and front-line staff who have made us proud and thank you once again to my awesome team.

Together we continue to make a difference.

Rhian xx

Rhian Mannings, CEO, 2 Wish

OUR TEAM

Rachel Williams - Finance Manager

Rhian Mannings - CEO

Emma Kneebone - Bereavement Service Manager

Jo Plow - Senior Events Coordinator

Shannon Griffiths - Fundraising Manager

Bev Slocombe - Fundraising Administrator

Louise Way - Counselling and Support Coordinator (South and West Wales)

Becky Jones - Immediate Support Coordinator

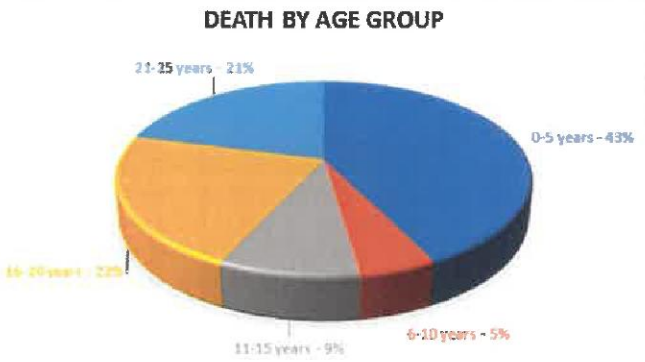
Ann Edwards - Counselling and Support Coordinator (North Wales)

STATISTICS

Statistics 2019 – 2020

Since service delivery began in 2014, we have supported 754 families who have lost their child or young adult suddenly and unexpectedly.

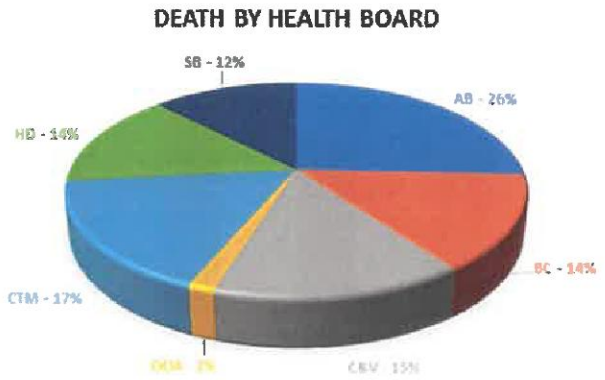
We received 195 referrals for the sudden deaths of children and young people between 1st October 2019 and 30th September 2020.



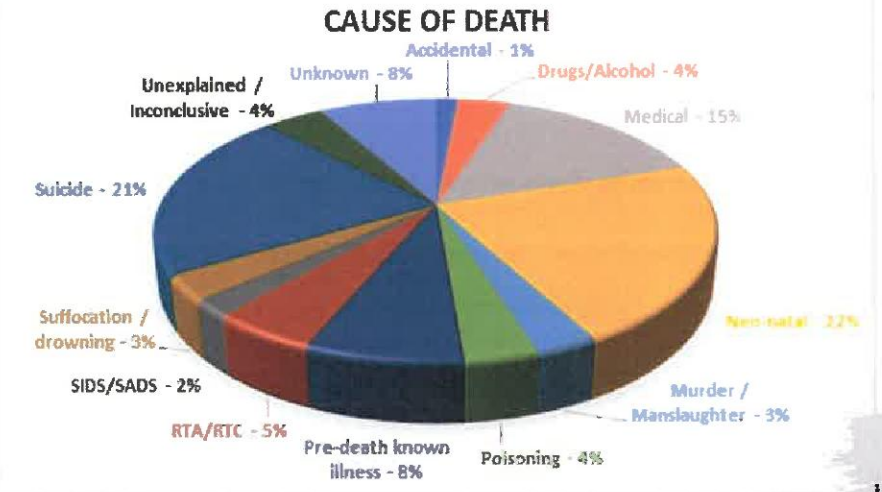
66% of deaths were male and 33% of deaths were female.

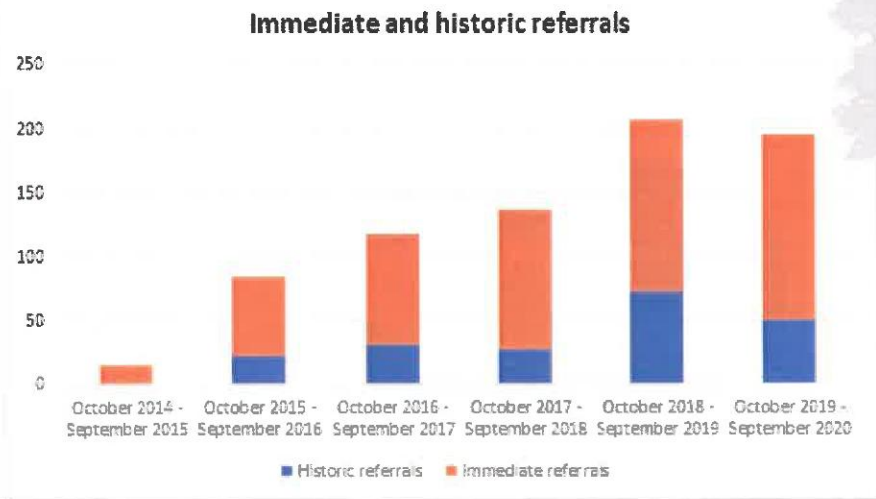
34% of all referrals came from the police, 30% from hospitals, 15% were self-referrals, 5% were referrals from family/friends and 5% came from the Coroner's offices.

The remaining 11% came from other charities, children's service, college or school, counsellors, funeral director, health visitors, social workers, housing support officers, mental health services and a solicitor.



STATISTICS (CONTINUED)





Year on year comparison

74% of our referrals were for immediate support following the death of a child or young person and 26% were historic deaths.

The number of immediate referrals has increased year upon year since the charity commenced service. This year we have experienced a slight decrease in historic referrals, which is to be expected due to the impact of COVID-19.

HARRY'S STORY

When I was asked if I would like to speak about Harry, and how 2Wish helped me, I didn't hesitate. When you are going through the darkest and most painful time of your life and have people all wanting a piece of you and to tell you how you should feel and think, all I wanted to do was scream and shout, "How do you know? You're not walking in my shoes!!!"

Then I was asked if you would like contact 2Wish. A Charity speaking from first-hand experience and I thought, what have I got to lose. I was given a beautiful memory box and asked would I like handprints done of Harry. I wouldn't have known or thought about doing that. I also have a lock of Harry's hair which I wear in a locket on my necklace, this helps me feel close to Harry.

We were also given a soft toy elephant, one for us and one for Harry. I cwtched mine every night and cwtched Harry's in with him while he was resting at the UHW. When it was the last time, we could see Harry, I swapped them over and knowing we had each other's brought me comfort.

I received a call from a lady called Becky from 2Wish and accepted her offer of a home visit. My husband was of the mindset that no one could bring Harry back, how would talking to a stranger help? It was ok for him to feel like that, there is no right or wrong way. We are all different, what works for one person may not work for another.

Before Becky came to see us, I was starting to get apprehensive. What if it's like having a health visitor telling you how to parent when they haven't got children? Within minutes of sitting and chatting with her, all those thoughts and feeling were gone. The team at 2Wish are not there to preach and pretend they have all the answers, however they are speaking from experience. They also have access to many organisations, therapists and specialist counsellors, all funded by 2Wish.

Without this charity I wouldn't have known where to turn or have the priceless memory box.
The support they offer has no time limit and you can contact them weeks, months, years later for support and advice.

My handsome Harry is with us in a different way now. We are and always will be a family of four and this is one of my coping mechanisms. I won't talk in past tense. I am approaching milestones, Harry's birthday, a second one, and Christmas. All will be a celebration because Harry is a fun loving young man who never turns down an invitation to party. We get together with family and friends and share stories which is a mix of laughter, tears and feeling proud.

Recently, a lady introduced herself to me as Harry's friend's Nan; she was in a wheelchair and wanted to tell me how grateful she was for everything Harry did for her. Unbeknown to me Harry would go and put her bins out and help her around the house. There was my proud moment. Another of Harry's friends confided in me that he had been bullied throughout secondary school. He shared with me how Harry had been there for him and got him through suicidal thoughts and how grateful he was to Harry for that.

Then there are the funny stories, one being when Harry and his friends all went to Cardiff Bay last Summer and hired a tandem bike. They ended up crashing and landing in the water and sinking the bike, before all running away so as not to get into trouble. It didn't enter their heads that the hire company had their details. Whilst telling me they were all laughing and getting the photos up on their phones to show me. The stories just flow, all innocent fun and times shared. That is what helps me put one foot in front of the other.

Any grieving parent reading this, please don't feel alone. Do what works for you, it will take time to learn what helps and what hurts. Just be open minded and give this invaluable charity a chance to guide and help you.

Love you more,
Mum, Dad & Alfie

OUR IMPACT

Memory boxes

We have spent £10,777 providing 359 memory boxes to families affected by the sudden death of their loved one. Every Emergency Unit across Wales stores our memory boxes to give immediately to families once their child has passed away. Each box contains:

- Organza bags for locks of hair.
- Inkless hand and footprint kits.
- Two Gorgeous George elephants.
- A votive candle.
- Forget-me-not seeds.
- Tissues.
- Pen and note paper.
- Small star pendant.
- A support pack of information about our services and a 'When your child dies' booklet of practical guidance.

As well as the Emergency Departments, our memory boxes are also kept within Critical Care Units, Organ Donation teams, Mortuaries and Children's wards.

"Our Gorgeous George's are soft toy elephants. One elephant stays with the family whilst the other remains with the child who has died.

We use elephants for two reasons; firstly, an elephant never forgets and secondly, child death often remains the elephant in the room."

OUR IMPACT

Bereavement rooms

2 Wish Upon A Star provide bereavement suites to ensure that any bereaved family, not only those affected by the sudden death of a child, have a quiet and comfortable space to reflect, grieve and be together away from the hustle and bustle of the hospital.

2 Wish Upon A Star have now designed ten bereavement rooms across Wales including:

- University Hospital of Wales – Accident and Emergency, Cardiff and the Vale
- University Hospital of Wales – Paediatric Critical Care Unit, Cardiff and the Vale
- Prince Charles Hospital, Cwm Taf Morgannwg
- Royal Glamorgan Hospital, Cwm Taf Morgannwg
- Princess of Wales Hospital, Cwm Taf Morgannwg
- Royal Gwent, Aneurin Bevan
- Nevil Hall, Aneurin Bevan
- Coroner's Office, Cardiff and the Vale
- Ysbyty Gwynedd, Accident and Emergency, Betsi Cadwaladr
- Morriston Hospital, Acute Paediatric Unit, Swansea Bay

"Before 2 Wish Upon A Star, I experienced children passing away, either in A&E or on the children's ward, and the rooms you took the parents to were always cold and empty, as it was always the nearest empty, available room.

Since 2 Wish have come along it has improved so, so much and there is a comforting and safe space where families can go. I will always be grateful not only for myself but for those families going through the most horrendous of time. Thank you."

OUR IMPACT

"The contact from our Immediate Support Coordinator was a lifeline and the counselling arranged has helped us to plan a way through the grief. Without such help, I don't think I could have seen a way through."

Immediate Support

Our Immediate Support Coordinator provides support to ensure that:
• Following a referral to 2 Wish, an immediate support call is made to families for the first time within 48 hours.

• All families have been offered a memory box, which include hand and footprints and a lock of hair of their loved one.
• Immediate support is provided for as long as risk and need are present. Support includes home visits, weekly calls providing practical and emotional support.
• Families know they have someone to ask their questions to and speak openly with and to advocate on their behalf as needed.
• Internal referrals to counselling and external referrals to other organisations are made in a timely and needs assessed basis to ensure the family are receiving a holistic service.
• Of the 195 deaths from 1st October 2019 – 30th September 2020, 50 were historic resulting in 145 families requiring immediate support.
• 100% of families have received an initial support call within 48 hours.

Implementation of the Immediate Support Coordinator at the beginning of 2018 decreased referrals to counselling by £20k. Some just need a kind and listening ear to guide them through the first weeks and months of their grief. The option to return for counselling at any point remains open indefinitely to those families.

"Our family were supported by 2 Wish from the day we lost our son. They provided support for the whole family; offering, sourcing and providing counselling for eight members of the family altogether.

2 Wish provided a memory box which, among other mementos, gave us a lock of our boy's hair and fingerprints. Things we would never have thought of at the time. How precious."

"This charity is one of the most important charities in Wales."

OUR IMPACT

Counselling and support groups

We provide:

• Counselling – We work alongside a team of qualified, professional counsellors located across Wales to offer 1:1 or couples counselling for grief, bereavement and trauma. We provide adult counselling and young person counselling.

• Complementary Therapy - We offer massage or reflexology to relax and calm bereaved personas who may be struggling with anxiety or unable to sleep.

• Play Therapy – Offered to support young members within a family who have experienced the sudden loss of a loved one. They may feel confused or upset at the loss of their sibling and need support working through these emotions in an appropriate environment.

2 Wish Upon A Star work alongside:

• 92 Counsellors
• 18 Play Therapists
• 14 Complementary Therapists

In the past year, we have provided, 1745 sessions of Counselling, 662 sessions of Play Therapy and 68 sessions of Complementary Therapy to those affected by the sudden and unexpected death of a child or young person.

"Counselling came at just the right time. It really helps to have someone who listens and helps me to make sense of all the madness in my mind. Nothing can bring him back; but having someone to talk to is a big comfort."

"I haven't slept properly and my anxiety levels have been sky-high since it happened but, by the end of my first session, I came out of there feeling much calmer and the small break from reality was such a relief. The therapist who did my massage was lovely, really calming and understanding and I felt safe."

OUR IMPACT

"There's no better feeling than having a hug from another grieving parent who understands what we are going through. This group feels like I'm having a hug without actually having one."

Focus Group Support

Focus groups are six-weekly, closed groups with two qualified and registered counsellors. The focus groups bring together a small group of bereaved family members who have lost their loved one in a similar way. The focus is on group talking, sharing and helping each other to process and understand their loss within a safe environment, guided and facilitated by our counsellors.

Topics include; triggers, physical aspects of grief and continuing bonds. The continued friendships that often form following these groups offer peer support to those who have experienced the loss of their child and find comfort from those who can understand and relate to what they have experienced.

We delivered two Focus Support Groups including:

- Mums who have lost a baby
- Mums who have lost a young adult, aged 20-25

We had to suspend our Focus Support Groups for the remainder of 2020 due to COVID-19. However, we decided to run a virtual two-week group called 'The Wellbeing Cwtch', which allowed bereaved parents to meet online and engage with two qualified counsellors.

"I was so nervous about joining in but it was amazing, it really helped."

"Just being able to speak without any judgement to other parents who understand completely makes a big difference. There is nothing like a hug from another grieving parent - they just get it. I've made friends for the future."

"The sessions were really helpful and I connected with another parent which is really good as I don't speak much with my friends about my loss as they haven't lost a child. Hayley and Di, the counsellors, were really good as they let us just talk and were there to support if need be. I really benefitted from the sessions and feel like I am more confident and may post things in online groups now that I know a person in the group. Thank you 2 Wish for all the support you have provided to my family and my son's friends too."

OUR IMPACT

Monthly Support Events

In January 2019, we introduced monthly support events. These events are delivered across the year and are tailored for Mums, Dads, siblings and families. The events offer the opportunity to enjoy new experiences whilst coming together with others who understand the journey, in a safe and friendly environment.

We supported 73 people through 4 monthly events, including a Royal Mint experience, a Santa workshop, a ceramic workshop and a fairy afternoon tea. Unfortunately, in March 2020, we were unable to run monthly events for the remainder of the financial year due to COVID-19.

"We didn't really know what to expect and we were incredibly nervous and so nearly didn't go. It was so lovely and comforting to meet other mums and talk about our children and story.

Both myself and Sian felt for the first that there were people who understood what we are going through and we didn't feel so alone."

"I want to say thank you so much for making me feel normal."

Welsh Government Funding

In September 2020, we secured funding from Welsh Government to run a pilot bereavement service for families affected by the suicide of an individual, of any age, in Gwent.

The service is called '2 Wish Upon A Star Pilot - Supporting Families Bereaved by Suicide in Gwent' and will run for an initial period of twelve months.

Our long-term aim is to ensure that everyone affected by the sudden and unexpected death of a loved one, of any age, is supported and this pilot serves as the first step towards ensuring that all those affected by sudden death in Wales get the support they deserve.

The death of someone important can cause great pain and sadness, whatever the cause of death. However, families bereaved by and dealing with loss from suicide may also have to face agonising questions, intrusive public scrutiny, and cope with extra emotions such as guilt, shame and self-blame.

OUR IMPACT

2 Wish Upon A Star Pilot - Supporting Families Bereaved by Suicide in Gwent

Steven Maloney, Detective Chief Inspector, Gwent police:

"We are really dedicated to helping individuals and families impacted by suicide. We know that 2 Wish Upon A Star offer great support and care during a very traumatic time and look forward to working in partnership with them around this pilot. We are pleased this is taking place in Gwent and hope this will help the communities we serve"

Jackie Williams, Chair of Gwent Suicide Prevention Group:

"All partners from the Gwent Suicide Prevention Group are excited, and reassured, that 2 Wish Upon A Star have been given monies from the Welsh Government Regional Suicide and Self-Harm Prevention fund. As a Group we understand the importance of specialised bereavement support for people affected by a suicide.

Up until now the charity 2 Wish Upon A Star have only had sufficient funds to offer specialised bereavement support to families affected by a suicide of someone aged 25 or under. We have been grateful for this support and impressed by the feedback from their clients.

As a group we strongly believe that this service should be available to anyone affected by a suicide, regardless of the age of the person who died. This is why our group supported their bid."

ARTHUR'S STORY

Our little boy Arthur was 7 weeks old when everything came crashing down and we lost him suddenly. When Arthur first passed away, we didn't know what had happened which made the whole thing so much worse, the not knowing why our little boy had passed away.

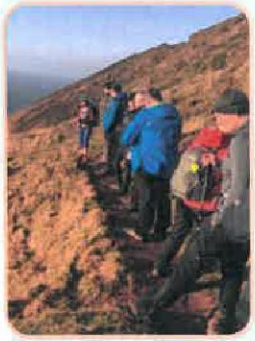
In the hospital, the doctors gave us a beautiful memory box with Arthur's hand and footprints from 2 Wish Upon A Star and explained how they help families after a loss.
The next day we had a call from our Immediate Support Coordinator who was there to help us, and our daughter, deal with losing Arthur.

She helped arrange play therapy for our daughter and counselling for us and has always been just a message away whenever needed.

After we got Arthur's results, we found out he had been poorly for a while and that was hard to deal with. We had to wait five months for Arthur's post mortem results, but our Immediate Support Coordinator chased it up with the hospital regularly for us until we had his results and that made it easier on us.

We are so grateful for all the support our family has received from 2 Wish Upon A Star. We have a beautiful memory box to keep our baby boy's things in and someone we can always talk to about our beautiful baby boy.

FUNDRAISING



2 Wish Walks Wales was Rhian's personal challenge to walk five marathons across Wales. An amazing team of walkers joined her to cover our beautiful country, with walks in Pembrokeshire, Snowdonia, Brecon Beacons, Anglesey. The five stage event concluded in November 2019 with 26.2 miles in the Gower. This difficult challenge raised **£5,000** for 2 Wish!

We closed the calendar year of 2019 with a launch of our new app called 'Sky Full of Stars'. As well as a very special app where people can buy a star and dedicate it to someone who they miss, we had Chris Martin from Coldplay record a special acoustic version of 'A Sky Full of Stars' exclusively for 2 Wish to use.

CANCELLED

Lockdown 2020

Fundraising in a global pandemic has been a challenge for all charities, and 2 Wish Upon A Star is no exception. Many of our own events and events arranged by our community fundraisers had to be cancelled.

Despite these very challenging times, alongside the lows were many highs. Thanks to our amazing supporters and fundraisers.

Due to the London Marathon being cancelled in April 2020, a virtual programme called The 2.6 Challenge was set up by a section of the mass event community to help charities with their huge shortfall in funding.

The challenge could be anything from 2.6 mile run to holding a zoom workout with 26 of your friends, from lifting 26 kilos to spinning 26 hula hoops!

Our supporters raised over **£20,000**. At such a difficult and challenging time, we could not have been more thankful for this amazing effort by our fundraisers.

In June 2020, to replace our cancelled in person walk, virtual 2 Wish Walks 20/20 went ahead with 240 people walking over 6,500 miles!

These amazing people raised almost **£9,000**.

As well as all this, many supports arranged their own fundraising events. Thinking of 2 Wish and raising funds for us, when so much is going on in the world, is humbling.

Thank you all so much!

TRUSTEES' REPORT

The trustees present their report and financial statements for the year ended 30 September 2020.
The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

Objectives and activities

The objects of the CIO are, for the benefit of the public, the preservation and protection of physical and mental health of those in Wales and such other areas as the trustees may decide, who have suffered a bereavement of a child or young adult under 25 years of age by:

A. the provision of services including, but not exclusively, the provision of counsel support; and

B. the advancement of education and awareness of the public in relation to the effect that a bereavement or loss can have on families and others.

The charity aims:

To provide each family who lose a child or young adult in an Emergency Department with a memory box

Memory boxes continue to be distributed to hospitals across Wales. The charity is working closely with members of the emergency and critical care units in all 13 Welsh hospitals and meets regularly to review stock and to discuss the use of the boxes. Progress has been excellent during this period with relationships developing between us and both hospital staff and executive board members.

To ensure every hospital has a suitable bereavement suite in the emergency unit.

Following the opening of our first bereavement suite in 2013, 2 Wish Upon A Star has refurbished or established a further five bereavement suites. These rooms are an important facility and one that should be accessible to any family member in distress. The rooms are comfortable and bring much comfort to families at such a difficult time. Discussions have been held with Welsh Government and it has been established by the premises team that no emergency unit in any Welsh Hospital will be refurbished without consideration for such family facilities in the future. We are currently working with WAG to produce guidelines for these suites.

To provide professional one to one or group support to bereaved family members.

The charity works alongside over 90 counsellors, 18 play therapist and 14 complimentary therapists to offer high quality service to suddenly bereaved families. With a bank of play therapists now established to support bereaved young siblings we are offering an excellent service. With short waiting lists we are extremely proud of the difference we are making. 2 Wish has also established a bank of complementary therapists to offer family members an alternative to talking therapies.

Focused support groups have replaced monthly support groups across Wales. Uptake is good at these groups, they are open to anyone who has suffered a traumatic and sudden loss of a child or young adult. Regular events involving bereaved siblings are held throughout the period, giving families and young people the opportunity to come together with the support staff who are available for any ongoing advice.

TRUSTEES' REPORT (CONTINUED)

To provide immediate support for families following the death of a child or young adult

The charity offers a unique service here in Wales, working closely with both health professionals and police forces. Every Welsh emergency and critical care unit now has access to the immediate support pathway constructed by 2 Wish. The charity can receive a phone call minutes after the death if a parent consents allowing our team to support that family. Between the October 2019 and September 2020 period we supported 195 families, the majority using our immediate pathway to access our support. Families can, however, access our services at any time during their journey through their grief.

To provide training for professionals including health staff and police officers

The CEO continues to attend training sessions and conferences across the country to promote 2 Wish Upon A Star but also to discuss bereavement care in sudden and traumatic situations. Many hours have been spent with police officers to discuss how to support families and the importance of a sensitive approach to families. Work has also been done with Emergency Unit and mortuary staff to highlight the work that the charity undertakes.

To provide support for anyone who witnesses a traumatic death of a child or young adult

A pathway is now established across Wales which was originally introduced whilst working alongside all police forces. Support is available for those who witness the death of a child or young adult and for those working in professional services. The charity regularly receives referrals from police officers and GP's enquiring about support for those people who are not related to the individual who passes away. The charity is educating Welsh organisations about this pathway and the importance of supporting all of those involved in trauma and sudden loss.

To raise awareness of our charity and importance of bereavement support

There remain many families struggling across Wales. As an organisation it is important we continue to raise awareness, so families are aware of the support we can offer. This involves multi-agency working and spreading our message so both professionals and families know about 2 Wish Upon A Star. Helping to reduce the stigma in respect of mental health also plays a part of the work of 2 Wish. We feel early intervention could reduce the long-term effects of sudden bereavement and we are working with other mental health organisations to improve awareness and bring down barriers.

The staff comprises a team of ten led by the CEO Rhian Mannings. The team consists of a fundraising, events and marketing team and a support team who work closely together to make a difference for bereaved families. Based in South Wales, with two members of staff in North Wales the charity has gone from strength to strength in the last 12 months with both referrals and public interest increasing. As well as securely recording family information, we regularly analyse this information, looking for trends or factors that may be contributing to sudden child death. We produce statistics to show where deaths occur, causes of death and other factors which we hope may help reduce sudden death in children and young people in the future.

Public Benefit

Everything that is done at 2 Wish Upon A Star is in compliance with the above aims and objectives. We work hard to benefit families and those effected by the sudden death of a child or young adult and, using these aims, we believe we are making a difference by helping families through the most difficult of times. Emphasis is on the immediate family consisting of parents and siblings, but our organisation over the last few years has developed the support available for everyone effected by sudden loss. Grief and bereavement effects everyone very differently so it is important our staff are aware that these individual needs are met. Our services are always evolving and, by working with professionals involved directly with the bereaved families, our support has an incredible impact.

TRUSTEES' REPORT (CONTINUED)

2 Wish Upon A Star has worked hard to build successful relationships with police forces and health boards across Wales, and this has led to formal partnership agreements being developed. Families can then be discussed, safeguarding can be considered for both staff and families, and partnership working has shown that families receive the support they deserve. This also means that as more organisations become aware of 2 Wish and the support we offer, an increasing number of families will be referred to the charity.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

2 Wish Upon A Star continue to be very proud of their achievements. It has been another very busy period with the number of families being referred increasing, here are the figures for our financial year:

15 families in 2014/15
84 families in 2015/16
117 families in 2016/17
136 families in 2017/18 (109 immediate and 27 historic)
207 families in 2018/19 (135 immediate and 72 historic)
195 families in 2019/20 (145 immediate and 50 historic)

Each family can have multiple individuals needing help. Therefore, as a self-funded charity, fundraising has needed to increase to meet the demand. There have been many successful events and meetings to raise awareness and to highlight the importance of supporting suddenly bereaved families.

Regular meetings continue between 2 Wish Upon A star staff and important stakeholders across Wales. The response to our work has always been positive and has resulted in the development of several partnerships. Without the support of police forces, health boards and other organisations 2 Wish Upon A Star would not be able to support families.

Our team has also changed over the last 12 months. The support team consists of three immediate support coordinators working alongside two members of staff who coordinate the long-term counselling and support for the families. They in turn are supported in their work by the fundraising team who organise the events for 2 Wish Upon A Star. The role of volunteer coordinator has been put on hold due to Covid19, however we still plan to recruit for this role. It is of great importance that the volunteers feel valued and appreciated. They are involved in both our own events and in community events. There are about 65 volunteers, all of whom contribute and make a difference.

Working with the staff and volunteers is a growing group of counsellors and play therapists. These individuals work with our families and are paid by the charity to provide the care and support families require. The number of counsellors, play therapists and complementary therapists continues to grow due to the increase in referrals. The support team meet regularly with them and working together is the only way we can provide the best service.

Our events continue to be very successful in terms of raising both awareness of the charity and funds. Many of our events combine fundraising with raising awareness, as well as being social occasions for the families we support. In this respect our fundraising, events and marketing team offer services beyond the normal remit of simply fundraising. Our events fulfil part of our aims and objectives too.

TRUSTEES' REPORT (CONTINUED)

Our year at a glance

October 2019

- Opening of Bereavement Room in Ysbyty Gwynedd
- Join North Wales Bereavement Forum
- Presentation to FLO Course Dyfed Powys Police
- Presenting on national mental health Conference, Cardiff
- CEO walk 4 walks Anglesey 26.2 miles for 2 Wish
- CEO attends Woman of the Year Lunch in London
- Presented to Police Now Academy Staffordshire
- Presented on PRUDiC awareness training day

November

- Presented on Child Death training S W Police
- Petition handed to the WAG petitions Committee
- Insight Training for whole team
- Presented on Crisis and Safeguarding Course
- 2 Wish Family Christmas Afternoon Tea
- Final 26.2 walk in 2 Wish Walks Wales
- Informed of successful lottery bid for North Wales

December

- New Senior Event Coordinator
- 2 Wish working with Cardiff Devils sponsor Hydroseeding
- Nominated charity by Woman In Wales donation
- North Wales police training
- 2 Wish Sibling event at John Lewis
- Remembrance Service
- Sky Full of Stars App launched
- CEO awarded the MBE

January 2020

- North Wales police training
- Meeting with Children's Commission for Wales team
- Presented on Child Death training South Wales Police

February

- Meeting with Medical Director for CTM HB
- 2 Wish Stargazing Event – Cancelled
- Sky Dive – Cancelled

March

-
- 2 Wish Waterfalls Walk
- Plantasia 2 Wish family Event
- Crisis Communication Training
- Presentation on International Women's Day
- South Wales Police Passing Out Parade supporting 2 Wish
- Three new staff members joined
- National Lockdown due to Coronavirus
- Office closes, staff and trustees buddy up
- Crisis Trustee Committee formed

April

- Virtual Paeds Training, Childrens Hospital
- 2 Wish Gin Night - Cancelled
- 26.2 Event Virtual – raising over £20,000

May

- 2 Wish Family Zoom Bingo

June

- 2 Wish invited to join suicide and self harm prevention group
- 2 Wish Walks 20/20 raising over £10,000
- Charity partner - Coles Funeral Directors
- North – South 2 Wish cycle – Cancelled

July

- 2 Wish Quiz with Ellis Jenkins event
- County Lines Drugs – Awareness Training
- 2 Wish MBE Celebration Event – Cancelled

August

- 2 Wish World Elephant day Walk
- Religion Training with Rev Chris Burr

September

- 2 Wish Forestry Run - Cancelled

TRUSTEES' REPORT (CONTINUED)

Financial review

Results

The results of the charity can be seen below:

	2020 £	2019 £
Income	565,901	334,234
Expenditure	(440,684)	(381,123)
Actual operational (deficit)/surplus in period	125,217	(46,889)

The operational surplus above can be seen to be attributed to an unrestricted surplus totalling £97,645 and a restricted surplus of £27,572 (2019: unrestricted deficit totalling £48,244 and restricted surplus of £1,355).

The charity made an unrestricted gain on investments of £10,225 (2019: £1,984) during the year which resulted in a net unrestricted surplus of £107,870 (2019: deficit of £46,260).

The unrestricted reserves as at 30th September 2020 totalled £630,575 (2019: £522,705), of which £171,738 (2019: £58,969) are free reserves (unrestricted reserves less Designated funds).

The charity became a charitable incorporated organisation on 8th July 2016 and the net assets from the unincorporated charity were transferred to the new entity on 14th September 2016. The net assets transferred totalled £466,696. This money has been accumulated during the period from 26th October 2012 to 14th September 2016 being the period that the unincorporated charity commenced its activities until its incorporation.

Reserves

2 Wish Upon a Star has a current policy of maintaining reserves as outlined in our reserves policy. As awareness of the work of the charity grows, so do referrals which require support and therefore funding. The charity's plans for expansion to extend across Wales, increasing awareness and support is crucial to our aims and objectives and funding is required for these future projects. The support and services provided to families is ongoing and it is imperative that this support can continue should there be a fall in income. Reserves of £495,000, based on one year's costs assumptions are considered appropriate for this purpose.

The unrestricted reserves as at 30th September 2020 totalled £630,575, of which £171,738 are free reserves (unrestricted reserves less fixed assets, less intangible assets). The reserves of the charity currently exceed the target set but, as noted throughout the report, due to the charity's plans for expansion of its services, future projects and the unpredictably of funding, excess reserves are deemed necessary to ensure the success of the charity in future periods.

The principal risks and uncertainties facing the charity as identified by the charity trustees are:

Funding: We are a mainly self-funded charity and rely on the generosity of our supporters. The charity sector is generally flooded with much competition for supporters' donations. One of the main issues affecting charities is the ability to raise funds from events effectively. There is no certainty in such events bringing in similar income as the previous year. To mitigate this, we have increased our fundraising and events team and have set targets . We are also looking at alternative funding streams which are spread over a longer period or for specific projects.

Competition: Although the charity has excellent local support it is not as established and well-known as other local charities like Ty Hafan & Velindre. We are always working to improve awareness of our work, which in time should help us to become even better known.

Succession: There is a clear need for succession within the charity. This goes hand-in-hand with the staff structure and is high on the agenda for focus in the coming year. There has been a period of very rapid expansion of our services and our staff. Therefore, we need to recognise this, reassess, adjust and consolidate. We have focused on the staff structure in the future to allow for succession planning.

TRUSTEES' REPORT (CONTINUED)

Fundraising

The last financial year has proven extremely difficult for 2 Wish. COVID-19 has deeply affected communities, with so many losing their lives and many still facing mental health struggles. Amidst an unprecedented pandemic; 2 Wish have been unable to visit bereaved families in person and offer our crucial immediate support to those who have suddenly lost a child or young adult; the foundations upon which the Charity is built.

We've had to adapt, like the rest of the world, and have committed ourselves to bringing a virtual reality to the forefront of our fundraising efforts, whilst maintaining levels of care in different ways for our bereaved families; who are our everything. Over the last 12 months, we've hosted virtual walking and running challenges, Virtual Craft Fairs and more– with so many members of the public, across Wales and even the UK, safely taking part. Vital community support which has enabled us to continue our fight today.

The Future

Our motto, 'When it rains look for rainbows, when its dark look for stars' has never meant more than it does today. The last year has been so difficult and it is a year we hope never to see again. However, we have also learnt a lot about what's important, what a difference our charity makes and how adaptable we are as individuals and as a team.

An element of hybrid working will remain with staff working in the office, out and about and from home. The productivity of the staff has been incredible during the last twelve months and much of that is the work life balance that COVID reminded us to embrace. The office will remain open for our guests and families, but staff will have a more flexible approach to where they work.

Our services have continued throughout the pandemic and its been clear some families have preferred using technology to receive support. This will remain an option as we continue to meet the needs of everyone we support in their own individual way. The social events we host, which bring a lot of comfort to families who realise they are not alone, have not been delivered. However, plans are already in place and, as soon as we can, we will be back with our face-to-face support that so many desperately need.

Our petition, which was handed to the committee last year, is now back on the list to be debated. We are still fighting to make the question of support mandatory when a child or young adult passes away and we have many people supporting this fight. We are working closely with Public Health Wales, where we are now involved in the Child Death Review Process; and are hoping to assist with the development of the PRUDiC process in Wales. We have also had the opportunity to run SIM training with health care workers and police alike around breaking bad news and supporting the suddenly bereaved.

The success of our North Wales team highlights the need for having people based in different areas of Wales who understand their communities and culture. The welsh language is so important and we hope to strengthen our team in North Wales with fundraisers so families get the necessary support; but can also get involved with the charity in a variety of ways when they are ready and wish to do so.

Last year we launched a Welsh Government funded pilot project in partnership with the Gwent Suicide and Self Harm Partnership Group supporting ANYONE affected by the death of an individual by suicide, of any age, in Gwent. The pilot has been a great success and we are now in conversations to discuss how this pilot can be developed. We are struggling to limit the support we can currently offer under the remit of the pilot project to such a small area of Wales when our passion is making sure there is a consistent approach to sudden bereavement across Wales.

TRUSTEES' REPORT (CONTINUED)

The support for 2 Wish is astonishing. We have raised money when people were facing such hard times. We need to successfully gain funding and grants to complement our community fundraising. Conversations continue with health boards and Welsh Government about financial support for a service, which is now seen by many as statutory. Our CEO has been invited to join the WAG Bereavement Steering Group looking at strategy and funding for bereavement in the future.
COVID 19 has put a national emphasis on the importance of supporting the bereaved. With so many affected by grief within the last twelve months, we are now running workplace training courses and bitesize bereavement training to enable those supporting someone through the grief process.

The months ahead will be challenging with the pandemic far from over, but there is light. The vaccine rollout starts soon and hopefully, after the winter months, life will resume some normality. It is important, however, that we plan carefully allowing for both face-to-face contact where possible, but remembering the positive impact our remote contact has had on our families. Fundraising events will be planned so they can be adapted easily and quickly depending on restrictions and our support services will continue as they have the past twelve months.

Our families continue to come first and whatever the future holds, the team at 2 Wish will ensure that they continue to get the support they require and deserve.

Structure, governance and management

The charity is a Charitable Incorporated Organisation formed on 8th July 2016. The charity's governing document is CIO – Foundation registered 8th July 2016. We became a Charitable Incorporated Organisation during the period as it was agreed that this was a structure better suited to us.

Organisation structure and decision making

The charity is managed by the Chief Executive Officer (CEO) who delegates authority for project management and charitable activities to the Finance Manager, Bereavement Service Manager and other office based administrators and self-employed field staff (counsellors). The CEO meets with the administrative team on a daily basis and keeps in regular contact with field members.

The Board of Trustees meets on a bi-monthly basis. Specific issues are brought to the attention of the Chair or other members of the board for a review, thereafter being ratified at a full board meeting. All day to day management decisions are made through the above outlined management structure. Decisions which are brought to the Board relate to changes in strategic direction or policy, or risk management.

TRUSTEES' REPORT (CONTINUED)

Trustees recruitment and induction

All of the trustees are required to submit a curriculum vitae and complete an informal application process where they are invited to set out what skills and benefits they can bring to the board. A prospective applicant then typically meets the CEO and/or the Chair to discuss the application The applicant may also attend a board meeting as an observer. If acceptable to both sides, an applicant will be proposed to the Board after the process and the appointment is put to a vote.

The formation of the Board of Trustees is undertaken on the basis of a skills need analysis as well as a general risk management and assessment of the needs of the charity. The charity aims to attract trustees who can add value to the charity. The requisite management skills are deemed to be accountancy, human resources, legal, public relations, marketing and communications, all of which are represented by highly experienced individuals on the Board.

All trustees are provided with a welcome pack which includes legal and regulatory framework regarding their responsibilities on recruitment. Induction is on a one to one basis with other trustees or the CEO. The trustees have the opportunity to meet with operatives of the charity, visit projects and also participate in further training and charitable events. We are continually looking out for potential trustees who may add to our board's skill and knowledge set.

Key management personnel

The pay of key management personnel is reviewed annually alongside a general review of all staff salaries. Salaries are benchmarked against similar size charities who operate in the region.

Policies and the risk register are reviewed regularly and to a schedule.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

A risk register has been adopted using a traffic light system to flag up risks. Any amber or red risks are reviewed and assessed by the trustees at each Board of Trustee meeting and thereby ensure that systems are in place to mitigate exposure to major risks.

Approach to financial investments

Decisions about the investment strategy are governed by the finance committee and approved by the board. 2 Wish Upon a Star's investment portfolio was managed by Bartholomew Hawkins during 2019/2020 according to the board's instructions. The board recognises it has a responsibility to consider any ethical implications of its investments.

The investment strategy is reviewed by the board with investment managers on an annual basis. Investments reports are disseminated to the board monthly with the management accounts, to review performance.

2 Wish Upon a Star does not depend on investment returns to fund its short-term operational requirements and is, therefore, able to tolerate short-term volatility of its investment portfolio. Our investments are risk adverse, which is consistent with a strategy of seeking to generate longer term income.

TRUSTEES' REPORT (CONTINUED)

Registered charity number	1168140	
Principal address	Ground Floor, Unit 7 Magden Park Llantrisant CF72 8XT	
Trustees	L Burridge	- Chair (Resigned 17/3/21)
	B Emanuel	- Trustee
	I Smith	- Trustee
	J Foxall	- Secretary (Appointed Chair 17/3/21)
	A Beckely	- Treasurer
	T Agland	- Trustee
	T Jones	- Trustee
	S Bolton	- Trustee (Appointed 20/1/21)
	S Simpson	- Trustee (Appointed 9/9/20)
	Dr L Groves	- Trustee (Appointed 8/7/20)
Key management personnel	R Mannings	- CEO
Independent examiners	Azets Audit Services Ty Derw Lime Tree Court Cardiff Gate Business Park Cardiff CF23 8AB	
Bankers	Lloyds Bank 31 Fore Street Taunton TA1 1HN	
Investment providers	Maven Wealth Management Oak Tree Court Mulberry Drive Pontprennau Cardiff CF23 8RS	

The trustees' report was approved by the Board of Trustees.

.....
J Foxall
Chairperson

Dated: .....27th July 2021.....

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF 2 WISH UPON A STAR

I report to the trustees on my examination of the accounts of 2 Wish Upon a Star (the charity) for the year ended 30 September 2020.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting
Standard applicable in the UK and Republic of Ireland (FRS 102) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has now been withdrawn.
I understand that this has been done in order for financial statements to provide a true and fair view in accordance with Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:
1 accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or
2 the financial statements do not accord with those records; or
3 the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Sarah Case FCA DChA
Azets Audit Services
Ty Derw
Lime Tree Court
Cardiff Gate Business Park
Cardiff
CF23 8AB

Sarah Case

Dated: 27-7-2021

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 SEPTEMBER 2020

	Notes	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £
Income and endowments from:							
Donations and legacies	3	333,245	-	333,245	269,447	-	269,447
Charitable activities	4	72,390	123,213	195,603	3,500	4,950	8,450
Other trading activities	5	32,574	-	32,574	48,449	5,000	53,449
Investments	6	4,320	-	4,320	2,888	-	2,888
Other income	7	159	-	159	-	-	-
Total income		442,688	123,213	565,901	324,284	9,950	334,234
Expenditure on:							
Raising funds	8	19,833	-	19,833	42,730	-	42,730
Charitable activities	9	325,110	95,641	420,751	329,798	8,595	338,393
Other	13	100	-	100	-	-	-
Total resources expended		345,043	95,641	440,684	372,528	8,595	381,123
Net gains/(losses) on investments	14	10,225	-	10,225	1,984	-	1,984
Net income/(expenditure) for the year/ Net movement in funds		107,870	27,572	135,442	(46,260)	1,355	(44,905)
Fund balances at 1 October 2019		522,705	6,073	528,778	568,965	4,718	573,683
Fund balances at 30 September 2020		630,575	33,645	664,220	522,705	6,073	528,778

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

BALANCE SHEET

AS AT 30 SEPTEMBER 2020

	Notes	2020 £	2020 £	2019 £	2019 £
Fixed assets					
Intangible assets	15		7,200		9,000
Tangible assets	16		11,637		14,736
Investments	17		211,902		201,853
			230,739		225,589
Current assets					
Debtors	19	37,666		7,745	
Cash at bank and in hand		426,391		317,641	
		464,057		325,386	
Creditors: amounts falling due within one year	20	(30,576)		(22,197)	
Net current assets			433,481		303,189
Total assets less current liabilities			664,220		528,778
Income funds					
Restricted funds	23		33,645		6,073
Unrestricted funds					
Designated funds	24	458,837		463,736	
General unrestricted funds		171,738		58,969	
			630,575		522,705
			664,220		528,778

The financial statements were approved by the Trustees on .....12th July 2021.....

.....

J Foxall

Chairperson

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 SEPTEMBER 2020

	Notes	2020 £	£	2019 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	27		106,226		(37,020)
Investing activities					
Purchase of intangible assets		-		(9,000)	
Purchase of tangible fixed assets		(1,968)		(915)	
Purchase of investments		(169,024)		(253,429)	
Proceeds on disposal of investments		169,196		53,562	
Investment income received		4,320		2,888	
Net cash generated from/(used in) investing activities			2,524		(206,894)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			108,750		(243,914)
Cash and cash equivalents at beginning of year			317,641		561,555
Cash and cash equivalents at end of year			426,391		317,641

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 SEPTEMBER 2020

1 Accounting policies

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements are prepared in sterling,which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Event and sponsorship income is recognised when the event is held or the service is provided . Any amounts received in advance are deferred.

Fundraising income is recognised on receipt.

1 **Accounting policies** (Continued)

Grants are only included in the SoFA when the general income recognition criteria are met.

In the case of performance related grants, income must only be recognised to the extent that the charity has provided the specified goods or services, as entitlement to the grant only occurs when the performance related conditions are met.

Capital grants are released to the Statement of Financial Activities in the year of receipt. Fixed assets relating to capital grants are capitalised, and depreciation charged is offset against the grant income, in a restricted fund.

Turnover is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Costs of raising funds comprise the costs in relation to generating income such as fundraising activities. Expenditure on charitable activities

includes all costs relating to the furtherance of the charity's objectives
as stated in the trustees report and their associated support costs.
Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities.
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.
Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.
Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

There has been no offsetting of assets and liabilities, or income and expenses.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Intangible assets acquired on business combinations are recognised separately from goodwill at the acquisition date where it is probable that the expected future economic benefits that are attributable to the asset will flow to the entity and the fair value of the asset can be measured reliably; the intangible asset arises from contractual or other legal rights; and the intangible asset is separable from the entity.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Software 3 years straight line basis

1 Accounting policies (Continued)

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold Improvements 20% straight line basis
Office Equipment 20% straight line basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the period.

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year.Transaction costs are expensed as incurred.

1.9 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.10 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.11 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

1 Accounting policies (Continued)

Derecognition of financial assets
Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

Basic financial liabilities
Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities
Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.12 Employee benefits
The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.13 Retirement benefits
Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.14 Leases
Rentals payable under operating leases are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2020	2019
	£	£
Donations and gifts	333,245	269,447
Donations and gifts		
General donations	326,446	261,042
In memoriam donations	6,799	8,405
	333,245	269,447

4 Charitable activities

	2020	2019
	£	£
Grants	195,603	8,450
Analysis by fund		
Unrestricted funds	72,390	3,500
Restricted funds	123,213	4,950
	195,603	8,450
Grants		
Welsh Government	13,370	4,950
St James's Place Charitable Foundation	-	2,500
The Orr Mackintosh Foundation	-	1,000
Aneurin Bevan University Health Board	6,190	-
Big Lottery Fund	35,828	-
Cardiff and Vale University Health Board	14,990	-
Coronavirus Job Retention Scheme	12,325	-
J Van Mars Foundation	5,000	-
Jenour Foundation	2,000	-
Moondance Foundation	58,400	-
Public Health Wales	2,000	-
Rhondda Cynon Taf County Borough Council	25,000	-
Voluntary Action Merthyr Tydfil	500	-
Zurich	20,000	-
	195,603	8,450

5 Other trading activities

	Unrestricted funds	Unrestricted funds	Restricted funds	Total
	2020	2019	2019	2019
	£	£	£	£
Prize income	-	6,775	-	6,775
Sponsorship	-	4,434	-	4,434
Fundraising events	18,252	35,345	5,000	40,345
Merchandise sales	14,322	1,895	-	1,895
Other trading activities	32,574	48,449	5,000	53,449

6 Investments

	Unrestricted funds	Unrestricted funds
	2020	2019
	£	£
Interest receivable	4,320	2,888

7 Other income

	Unrestricted funds	Total
	2020	2019
	£	£
Sundry income	159	-

8 Raising funds

	Unrestricted funds	Unrestricted funds
	2020	2019
	£	£
Raising funds		
Fundraising costs	315	878
Online giving	4852	-
Event costs	11,122	32,524
Raising funds	16,289	33,402
Trading costs	3,544	9,328
Merchandise	19,833	42,730

9 Charitable activities

	2020 £	2019 £
Staff costs	217,293	118,707
Counsellor fees	70,408	50,628
Marketing and printing	11,939	12,523
Memory boxes	10,753	7,866
Office costs	26,145	26,630
Other direct costs	38,943	35,216
Training	1,271	1,382
Travel and subsistence	10,279	14,176
Other staff costs	648	508
	387,679	267,636
Share of support costs (see note 10)	26,066	64,211
Share of governance costs (see note 10)	7,006	6,546
	420,751	338,393
Analysis by fund		
Unrestricted funds	325,110	
Restricted funds	95,641	
	420,751	

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

10 Support costs

	Support costs £	Governance costs £	2020 £	Support costs £	Governance costs £	2019 £	Basis of allocation
Staff costs	5,947	-	5,947	44,161	-	44,161	Percentage
Depreciation	6,771	-	6,771	4,611	-	4,611	Direct
Bank charges	959	-	959	1,094	-	1,094	Direct
Office costs	6,239	-	6,239	9,115	-	9,115	Percentage
Subscriptions	2,837	-	2,837	3,836	-	3,836	Direct
Sundry expenses	1,089	-	1,089	1,263	-	1,263	Direct
Investment management fees	2,224	-	2,224	131	-	131	Direct
						500	
Legal and professional	-	461	461	-	500	6,021	Governance
Accountancy costs	-	6,348	6,348	-	6,021	25	Governance
Meeting expenses	-	197	197	-	25		Governance
	26,066	7,006	33,072	64,211	6,546	70,757	
Analysed between							
Charitable activities	26,066	7,006	33,072	64,211	6,546	70,757	

Governance costs includes payments of £2,700 for independent examination fees (2019: £2,700) and £3,448 for accountancy services (2019: £3,121

11 Trustees

None of the trustees (or any persons connected with them) received any remuneration from the charity during the year.No trustees was reimbursed for expenses during the current or prior year.

12 Employees

The average monthly number of employees during the year was:

	2020 Number	2019 Number
	10	9

Employment costs	2020 £	2019 £
Wages and salaries	207,007	151,969
Social security costs	12,630	8,670
Other pension costs	3,603	2,229
	223,240	162,868

Employees earning > £60k

No employee earned more than £60,000 during the current or prior year.

Key management personnel

The key management personnel as detailed in the trustees report received benefits (including gross salary, employers national insurance and employers pension contributions totalling £44,556 (2019: £35,866).

13 Other

	Unrestricted funds	Total £
	2020	2019
Net loss on disposal of tangible fixed assets	100	-
	100	-

14 Net gains/(losses) on investments

	Unrestricted funds	Unrestricted funds
	2020	2019
	£	£
Gain/(loss) on sale of investments	10,225	1,984

15 Intangible fixed assets

	Software
	£
Cost	
At 1 October 2019 and 30 September 2020	9,000
Amortisation and impairment	
At 1 October 2019	-
Amortisation charged for the year	1,800
At 30 September 2020	1,800
Carrying amount	
At 30 September 2020	7,200
At 30 September 2019	9,000

16 Tangible fixed assets

	Leasehold Improvements	Office Equipment	Total
	£	£	£
Cost			
At 1 October 2019	12,629	10,936	23,565
Additions	-	1,968	1,968
Disposals	-	(500)	(500)
At 30 September 2020	12,629	12,404	25,033
Depreciation and impairment			
At 1 October 2019	4,570	4,259	8,829
Depreciation charged in the year	2,523	2,444	4,967
Eliminated in respect of disposals	-	(400)	(400)
At 30 September 2020	7,093	6,303	13,396
Carrying amount			
At 30 September 2020	5,536	6,101	11,637
At 30 September 2019	8,059	6,677	14,736

17 Fixed asset investments

	Listed investments £	Cash in portfolio	Total £
Cost or valuation			
At 1 October 2019	192,069	9,784	201,853
Additions	169,024	-	169,024
Valuation changes	10,225	-	10,225
Cash movement	-	(6,720)	(6,720)
Disposals	(162,480	-	(162,480)
	)		
At 30 September 2020		3,064	211,902
	208,838		
Carrying amount			
At 30 September 2020	208,838	3,064	211,902
At 30 September 2019	192,069	9,784	201,853

18 Financial instruments

	2020 £	2019 £
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	208,838	192,069

19 Debtors

Amounts falling due within one year:	2020 £	2019 £
Trade debtors	-	1,600
Other debtors	33,333	-
Prepayments and accrued income	4,333	6,145
	37,666	7,745

20 Creditors: amounts falling due within one year

	Notes	2020 £	2019 £
Other taxation and social security		4,882	2,567
Deferred income	21	6,072	1,090
Trade creditors		-	588
Other creditors		16,922	11,820
Accruals and deferred income		2,700	6,132
		30,576	22,197

21 Deferred income

	2020 £	2019 £
Other deferred income	6,072	1,090

Deferred income is included in the financial statements as follows:

	2020 £	2019 £
Balance brought forward	1,090	125
Income received	23,234	41,310
Income released	(18,252)	(40,345)
Balance carried forward	6,072	1,090

Deferred income relates to income received in advance of the date of an event.

22 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £3,603 (2019: £2,229). There was £874 outstanding at the year end (2019: £552).

23 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				Movement in funds		
	Balance at 1 October 2018	Incoming resources	Resources expended	Balance at 1 October 2019	Incoming resources	Resources expended	Balance at 30 September 2020
	£	£	£	£	£	£	£
Zurich	4,718	5,000	(3,645)	6,073	5,000	(11,073)	-
Welsh Government	-	4,950	(4,950)	-	13,370	(13,370)	-
Moondance Foundation	-	-	-	-	50,000	(29,167)	20,833
Big Lottery Fund	-	-	-	-	35,828	(23,016)	12,812
Aneurin Bevan University Health Board	-	-	-	-	6,190	(6,190)	-
Volunay Action Merthyr Tydfil	-	-	-	-	500	(500)	-
Coronavirus Job Retention Scheme	-	-	-	-	12,325	(12,325)	-
	4,718	9,950	(8,595)	6,073	123,213	(95,641)	33,645

23 Restricted funds (Continued)

Zurich
Corporate sponsorship received to fund the maintenance and refurbishment of bereavement rooms.

Welsh Government
Grant funding received towards the provision of memory box contents for bereaved families who have lost a child or young adult.

Moondance Foundation
Funding received to support staff costs.

Big Lottery Fund
Funding received to cover a five-year project based in North Wales. The restricted grant covers salary two members of staff both working in our support team along with travel costs. The total grant value over five years is £252,710.

Aneurin Bevan University Health Board
Funding received received towards the provision of memory box contents for bereaved families who have lost a child or young adult and training.

Voluntary Action Merthyr Tydfil
Awarded as a one off COVID-19 grant, which was restricted to 'Counselling materials' such as bereavement books and worry eaters. This grant was specifically to cover additional costs of extra materials directly to our families due to the COVID-19 lockdown.

Coronavirus Job Retention Scheme
Scheme accessed to fund an element of wages costs during the pandemic.

24 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 October 2018	Transfers	Balance at 1 October 2019	Resources expended	Transfers	Balance at 30 September 2020
	£	£	£	£	£	£
Support and overheads	370,000	-	370,000	-	-	370,000
North Wales activities	70,000	-	70,000	-	-	70,000
Fixed asset fund	-	23,736	23,736	(6,767)	1,868	18,837
	440,000	23,736	463,736	(6,767)	1,868	458,837

Details of the designations can be found in the trustees report.

25 Analysis of net assets between funds

	Unrestricted 2020	Designated funds 2020	Restricted 2020	Total 2020	Unrestricted 2019	Designated funds 2019	Restricted 2019	Total 2019
Fund balances at 30 September 2020 are represented by:	£	£		£	£	£	£	£
Intangible fixed assets	-	7,200	-	7,200	-	9,000	-	9,000
Tangible assets	-	11,637	-	11,637	-	14,736	-	14,736
Investments	-	211,902	-	211,902	-	201,853	-	201,853
Current assets/(liabilities)	171,738	228,098	33,645	433,481	58,969	238,147	6,073	303,189
	171,738	458,837	33,645	664,220	58,969	463,736	6,073	528,778

26 Related party transactions

There were no disclosable related party transactions during the year (2019 - none).

27 Cash generated from operations	**2020** £	**2019** £
Surplus/(deficit) for the year	135,442	(44,905)
Adjustments for:		
Investment income recognised in statement of financial activities	(4,320)	(2,888)
Loss on disposal of tangible fixed assets	100	-
Gain on disposal of investments	(10,225)	(1,984)
Amortisation and impairment of intangible assets	1,800	-
Depreciation and impairment of tangible fixed assets	4,971	4,611
Movements in working capital:		
(Increase)/decrease in debtors	(29,921)	16,220
Increase/(decrease) in creditors	3,397	(9,039)
Increase in deferred income	4,982	965
Cash generated from/(absorbed by) operations	106,226	(37,020)

28 Analysis of changes in net funds

The charity had no debt during the year.

THANK YOU

Thank you to all of our trustees, volunteers, fundraisers and partners for supporting us this year. Without you, we could not provide immediate and ongoing bereavement support for families, individuals and professionals affected by the sudden and traumatic death of a child or young adult aged 25 or under.

Best wishes, Rhian and the 2 Wish staff x

Since 2012, we have been at the forefront of providing compassionate and caring sudden bereavement support in Wales and have developed incredible services that we know make a huge difference in our bereaved families, individuals and professionals lives.

As the number of those in need of support sadly continues to grow, we are determined to always be there whenever we are needed.

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