We believe that nothing should get in the way of being a child.

we exist to transform the experiences of children and young people in hospital so they can be a child first and a patient second.

As a result of what we do:

1. Children and young people’s lives are less interrupted by illness.
2. Children and young people are less scared of hospital and have a positive experience.
3. Children and young people’s families are better supported and comforted.
4. Children and young people have an improved experience of healthcare in their community.

Our values
Supportive – of children, young people and their families
Dedicated – to achieving our outcomes
Encouraging – to all those who want to work with us
Friendly – towards everyone we deal with
Imaginative – in our approach to transforming children's experiences
Fun – because having fun is important, no matter what your age

Who we work with
Children, young people and their families/carers
Service providers including NHS staff and third sector organisations
Existing funders and supporters including volunteers
Potential funders
Partners, suppliers and influencers
1. **Lives less interrupted by illness**

What we do
- provide equipment
- fund training and research
- provide wi-fi for patients
- have a shop in the hospital

The difference this makes
Children and young people
- are diagnosed and/or treated quicker, have fewer visits to hospital and shorter admissions
- can be treated in their own community
- can be near their families during treatment
- don’t miss as much of their education and can keep in touch with their friends

2. **Positive experience**

What we do
- devise and deliver an arts programme
- provide guided self help, counselling and arts therapies
- fund research and equipment
- fund distractions and fill the playrooms with books and toys
- provide enhancements which make the building more comforting and friendly
- provide entertainment and enjoyment

The difference this makes
Children and young people
- engage with their treatment, are less stressed and look forward to their appointments
- have fewer invasive treatments and experience less pain
- take part in play and the arts programme

3. **Families supported**

What we do
- provide facilities for parents so they can stay close to their child
- fund a homely drop-in centre to give families time together away from the wards
- offer therapies, such as massage, to relax parents
- fund a volunteer service with volunteers who will sit and read to children to let their families go and get a meal or a sleep
- fund the delivery of advice, counselling and advocacy services and provide financial support through the hospital social work team

The difference this makes
Families
- receive more information during their hospital visit
- are more confident in caring for their child
- have accessed our services and feel relaxed and recharged

4. **Community**

What we do
- replicate our enhancements of the hospital in other children’s wards; as well as health centres, respite homes and mental health services where children attend
- provide equipment and enhancements for schools for children with complex needs who also visit the hospital
- support the work of community teams through funding equipment and training
- provide music therapy and play in community settings

The difference this makes
- more community healthcare settings will have playrooms and age appropriate distractions
- more children can be treated at home
- community teams will have access to better equipment and training

For up-to-date news follow us on Twitter @echcharity
How we measure the difference we make

- Hard outcomes, including numbers of families/children helped, reduction in treatment times, measuring improved experience
- Outcome measures identified from the case set out in grant applications and reported on by those we award grants to
- Qualifications gained, research papers and posters published
- Anecdotal evidence including:
  - Case studies
  - Quotes from children, families, volunteers and staff
  - Feedback from comment books, surveys and evaluation forms
  - Feedback from suggestion ‘walls’ and boxes in the areas we fund which children and families are encouraged to write on

The actions we will take to deliver the difference

- Have a team of skilled, dedicated staff and volunteers
- Promote our services to children and families
- Raise awareness of our grants application process amongst those who could apply
- Develop relationships and collaborate with others to achieve our outcomes
- Maintain a strong relationship with the NHS and its staff
- Devise and deliver an arts programme
- Raise money to fund all our activities
- Distribute funds through our grants programme
- Have a well governed, sustainable organisation with effective systems
- Evaluate our performance against our outcomes annually

All the actions which we need to take, to achieve our outcomes and make a difference, are detailed in our annual Action Plans.