Milly's Smiles

ANNUAL REPORT

1st April 2025 – 31st March 2026



Legal and Administrative Information

Trustees:

Gemma Dyson (Chair) David

Sears (Treasurer) Kathryn

Thomas (Secretary) John

Sturgess

Carrie Wright

Charity Number:

1198503

Registered Address:

12 Edgeside, Great Harwood, Blackburn. BB6 7JS

Independent Examiner:

David Marriott FCA

DPM Accounting Services, Suite 10b, The Beehive, Lions Drive, Shadsworth Business Park, Blackburn. BB1 2QS

Bankers:

National Westminster Bank plc, 35 King Willian Street, Blackburn. BB1 7DJ

Milly's Smiles

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Trustee's Report For the year ended March 2026

The Trustees present their Annual Report and Financial Statements of the charity for the period ended 31st March 2026.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the Charity's Governing Document, The Charities Act 2011 and Account 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 published (FRS 102) (effective 1 January 2019).

Structure, Governance and Management

The charity has previously operated as a charitable trust - registration number 116399. The change to a Charitable Incorporated Organisation was for administration purposes, our aims and objectives remain unchanged since our incorporation in 2015.

The trustees administer the charity and regularly meet throughout the year.

The trustees who served during the year were:

- Gemma Dyson (Chair)
- David Sears
- Kathryn Thomas
- John Sturgess
- Carrie Wright

The chair is responsible for the induction of new trustees. The induction provides new trustees with an awareness of their responsibilities, the governing document and the history and philosophical approach of the charity.

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks. The risk register is reviewed regularly at Trustee meetings.

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee with any service providers must be disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. There were no connections or conflicts of interest disclosed in the year.

Objectives and activities

The purpose of Milly's Smiles is:

The advancement of health or the saving of lives via the provision of comforts and items to children aged 0-18 years, who have been newly diagnosed with an oncology related illness.

To relieve the needs of children suffering from an oncology related illness, by providing or assisting with the provision of a Milly Bag and other such items as the Trustees, from time to time see fit. To relieve the distress of families in the UK who have suffered the bereavement of a child by the provision of charitable means that the trustees think fit including but not exclusively by providing monthly support groups involving creative and holistic therapies

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake. The trustees are satisfied that they have complied with their duty to have due regard to the guidance on public benefit published by the Commission in exercising their powers or duties.

Benefit

Milly's Smiles is committed to supporting families at one of the most distressing and life-altering moments they may ever face, the point at which their child is diagnosed with a cancer-related illness and admitted to hospital for treatment.

The initial admission to a children's oncology ward is often sudden and unplanned. In many cases, families are transferred urgently from a local hospital following an emergency consultation.

They arrive at specialist treatment centres with little warning, no time to prepare, and often without any essential items.

For families, this marks the beginning of an extremely challenging journey, filled with fear, uncertainty, and overwhelming emotional and practical pressures.

Milly's Smiles was founded to provide immediate, practical support to these families through the provision of our Milly Bags, holdalls filled with both comfort and essential items to help parents and children navigate their unplanned hospital stay with greater ease.

These bags are designed not only to offer practical relief, but also to send a clear and compassionate message that parents are not alone.

Milly's Smiles

Milly's Smiles has continued its dedicated bereavement support for parents, grandparents, and siblings under the name SOULS (Support, Optimism, Understanding, Love).

This service remains in place in response to a clear and growing need for emotional and peer support among families who have experienced the devastating loss of a child.

The SOULS programme offers tailored support to parents, grandparents, and siblings following the death of a child, grandchild, or sibling. While many bereaved families wish to honour and remember their loved one, the emotional impact of such a loss can make verbal communication extremely difficult. Traditional support mechanisms do not always meet the nuanced and deeply personal needs of these families.

Within our local area, there is a significant gap in accessible, non-clinical bereavement support. Milly's Smiles has continued to provide monthly peer support groups, offering a safe, understanding, and compassionate space for those affected.

Unlike conventional discussion-based support groups, SOULS integrates creative activities into its sessions. This approach is grounded in psychological research, which shows that engaging in creative expression can reduce anxiety, build trust, and offer alternative pathways for processing grief, particularly when verbal expression is too painful.

These sessions allow families to connect with others who share the lived experience of child loss, creating an empathetic and supportive environment. Attendees are welcome to talk, listen, reflect, or simply be present without pressure or expectation.

The peer-to-peer connection that develops within the group provides a unique and powerful form of support, built on mutual understanding, shared grief, and a profound, unspoken bond.

Through SOULS, Milly's Smiles aims to ensure that no bereaved family feels isolated, and that they have access to support that is both gentle and meaningful.

Through these initiatives, Milly's Smiles remains steadfast in its mission to make an immediate, meaningful difference at a time when families feel that their entire world has collapsed.

Our SOULS bereavement support group has welcomed new parents, as well as continued regular attendance from fathers, mothers, grandparents, siblings, who have all found comfort in the safe space we offer.

We have continued with our one-to-one counselling with a qualified bereavement counsellor, for those families who require extra specialist input. These sessions take place in our dedicated counselling room within the Milly's Smiles unit.





Beneficiaries

Milly's Smiles provides immediate, practical support to families whose child has been newly diagnosed with cancer and admitted to a specialist children's oncology ward. Each eligible admission receives a Milly Bag, a thoughtfully curated holdall designed to offer comfort and essential items during what is often an unplanned and deeply distressing hospital stay.

Each Milly Bag contains:

- A soft fleece blanket
- Neck pillow and heat pack
- Towel and waterproof bag
- Reusable juice bottle
- Notepad, pen and document wallet
- Thermal cup with a lid
- A soft Beanie hat
- Full set of toiletries
- Vegan-friendly sweets
- A hand-knitted elephant, crafted by our volunteers



These items are selected to provide both practical help and emotional reassurance at a critical moment, helping families feel supported, seen, and cared for.

Milly's Smiles currently supports the following hospitals:

- Royal Manchester Children's Hospital (Ward 86)
- Alder Hey Children's Hospital (Ward 3B)
- Leeds Children's Hospital (Wards L31, L32, L33)
- Nottingham Children's Hospital (Ward E39)
- The Great North Children's Hospital (Ward 4)
- Oxford Children's Hospital (Kamran's Ward)
- Cambridge (Addenbrooke's) Hospital (Ward C2)

In 2025, we expanded our reach by committing to supporting our 7th Principal Treatment Centre - Cambridge (Addenbrooke's) Children's Hospital, Ward C2.

Milly's Smiles remains committed to expanding our services sustainably while ensuring every family continues to receive the same high standard of care, compassion, and support.

Achievements and performance

440 Milly Bags Delivered!

This year has seen both growth and consolidation of our core services and our work has reached more families than ever before. We are proud to have maintained high-quality, compassionate support through every stage of a family's journey.

We distributed a total of 440 Milly Bags this year to children newly diagnosed with cancer across six major treatment centres in the UK:

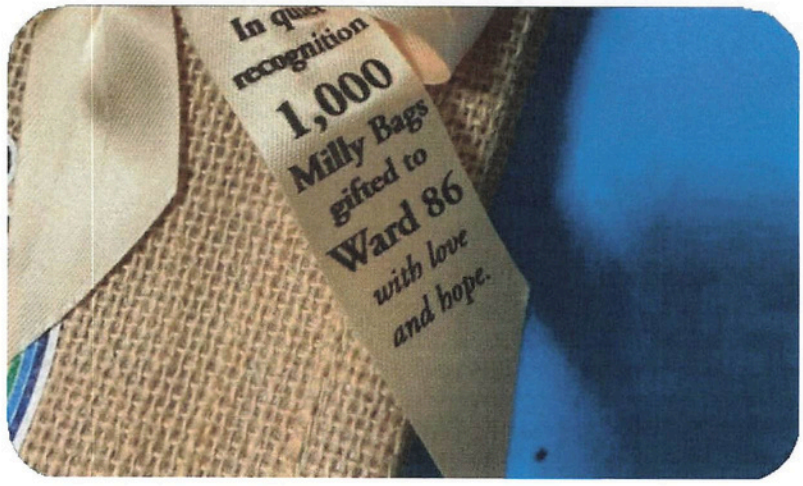
- Royal Manchester Children's Hospital - 80 bags
- Alder Hey Children's Hospital - 80 bags
- Leeds Children's Hospital - 80 bags
- Nottingham Children's Hospital - 75 bags
- The Great North Children's Hospital (Newcastle) - 25 bags
- Oxford Children's Hospital - 55 bags
- Cambridge Children's Hospital - 40 bags

A major milestone was achieved during the year when Milly's Smiles expanded its reach to support its seventh Principal Treatment Centre, establishing services at Addenbrooke's Hospital, Cambridge. This expansion ensures that even more families across the United Kingdom have access to support at the point of diagnosis and represents an important step forward in the charity's long-term vision.



The 1,000th Milly Bag delivered to Ward 86!

The charity also celebrated the delivery of its 1,000th Milly Bag to Ward 86 at Royal Manchester Children's Hospital, the ward where Milly received treatment. To mark this significant achievement, representatives from Milly's Smiles spent time on the ward meeting families currently receiving treatment and reflecting on the impact that the charity has made since its formation.





Milly's Smiles

During the year, Milly's Smiles proudly launched the Love from Lucy Project, established in memory of our much-loved ambassador, Lucy Wright.

Lucy was passionate about ensuring that teenagers undergoing cancer treatment felt seen, supported and understood. Following her passing, we were determined to continue that legacy by creating a project specifically designed to meet the unique needs of older children and young people receiving oncology treatment.

Whilst younger children often receive gifts and support tailored to their age, teenagers can sometimes feel overlooked. The Love from Lucy Project aims to bridge that gap through the provision of age-appropriate comfort and wellbeing gifts, carefully selected to provide encouragement, promote self-care and reduce feelings of isolation during treatment.

The trustees are proud to see Lucy's compassion and determination continuing to make a difference to the lives of others and look forward to developing and expanding the project in the years ahead.

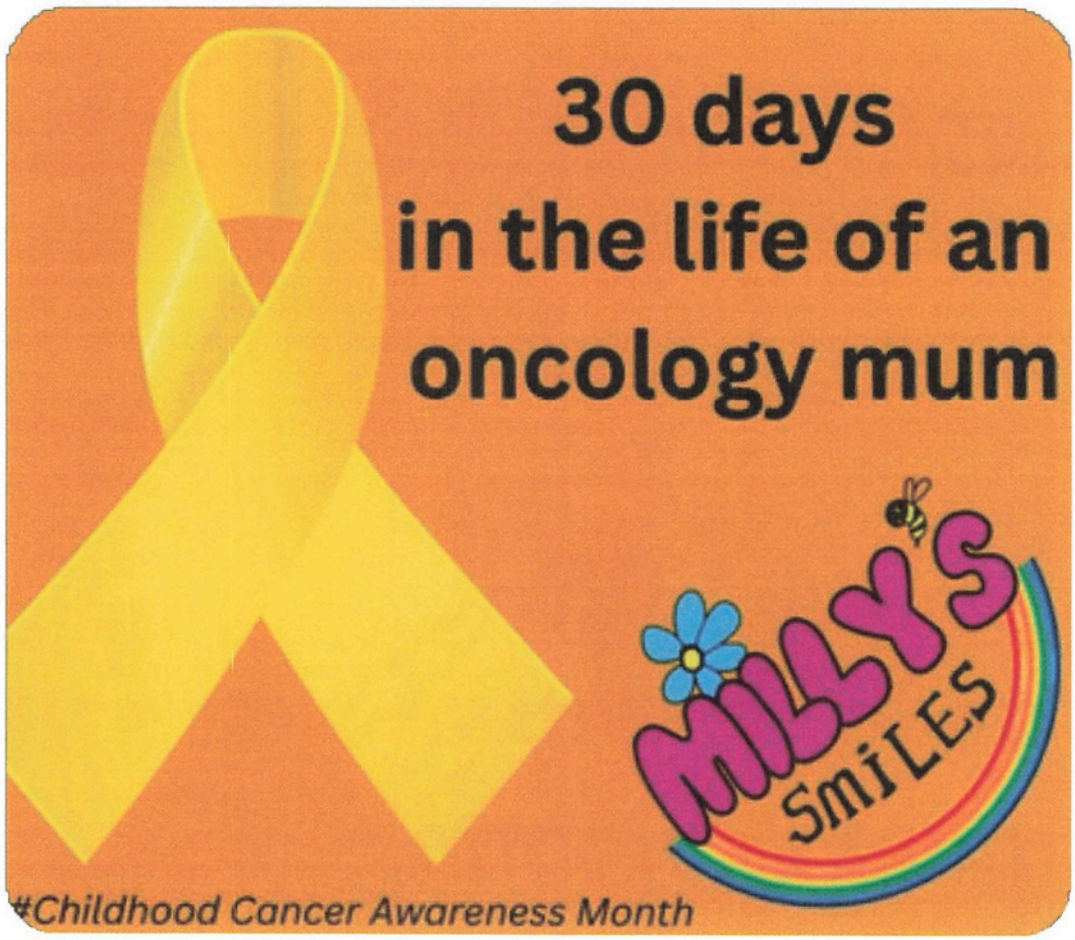


Love from Lucy ♡

A MILLY'S SMILES PROJECT SUPPORTING TEENAGERS WITH CANCER

Milly's Smiles

September's Childhood Cancer Awareness Month saw Milly's Smiles deliver one of its most ambitious awareness campaigns to date. Through a month-long campaign sharing the realities of life as an oncology parent, the charity helped raise awareness of childhood cancer, the impact of diagnosis and treatment on families, and the long-term effects that childhood cancer can have on children, parents and siblings. The campaign generated significant engagement and helped ensure that the voices and experiences of childhood cancer families were heard by a wider audience.



"30 Days in the Life of an Oncology Mum gave families a voice and raised awareness of the realities of childhood cancer."

The charity has also been successful in securing several grant awards during the year. These grants, together with community fundraising activities and regular giving, have enabled Milly's Smiles to strengthen its financial position whilst continuing to develop and expand its services.

The trustees remain humbled by the support shown by volunteers, fundraisers, donors, healthcare professionals, grant-making organisations and supporters who continue to make the work of Milly's Smiles possible.

As demand for our services continues to grow, the trustees remain committed to ensuring that every family facing a childhood cancer diagnosis receives the same high standard of practical support, compassion and care that has become synonymous with Milly's Smiles.

Financial review

Milly's Smiles has continued to sustain strong financial stability throughout the reporting year, enabling us to continue and expand our vital services to families facing childhood cancer and bereavement.

We were fortunate to receive support from a number of organisations who selected us as their chosen charity or supported us through a range of fundraising activities.

In addition to corporate partnerships, we have had generous donations from local companies as well as outstanding support from individuals in our community, many of whom have undertaken personal fundraising challenges on our behalf.

This includes a number of families who have previously received a Milly Bag and now actively support our cause through fundraising and awareness-raising efforts.

Our charity has also benefited from the continued support of local schools and community groups, who have held events to raise funds on our behalf, which is support that we never take for granted.

Furthermore, we are thankful for those who contribute through monthly regular giving, helping to provide a consistent and reliable income stream.

Finally, we remain deeply appreciative of the unwavering support from Milly's family and friends. Their commitment, generosity, and passion continue to honour Milly's legacy and inspire the work we do every day.

Reserves Policy

The purpose of the reserves is to secure the future of our work and to maintain our commitment to supporting newly diagnosed families in the hospitals where we have already made a commitment to provide Milly Bags. The reserves will provide protection against unexpected events and fluctuations in income.

The trustees have considered the risks and needs of the charity, identifying the following areas:

- UK or worldwide events which will impact on the charity's fundraising capability such as terrorism, natural disaster or pandemic
- Funds to allow for an increased number of children being newly diagnosed with cancer and requiring a Milly Bag.
- Cost increases in bag contents.
- Sufficient to protect the charity from the risk of insolvency or serious disruption to its work.
- Reputational risk - this is managed through careful recruitment of trustees and volunteers, and by carefully managing any perceived or actual conflicts of interest.

The trustees consider that reserves should be maintained at a level equivalent to twelve months' expenditure. This will ensure that, in the event of a significant reduction in income, the charity can continue its current activities whilst alternative funding arrangements are explored.

In addition, the charity currently operates from rented premises and is aware of potential changes to local authority structures and service provision which may impact upon future accommodation arrangements.

The trustees are therefore mindful of the need to maintain sufficient reserves to protect the continuity of the charity's services and to support long-term sustainability planning.

As part of this planning, the trustees continue to explore opportunities to secure a permanent base for the charity, which would provide greater stability for service delivery and reduce future operational uncertainty.

The current level of reserves reflects the trustees' commitment to ensuring that Milly's Smiles remains resilient, sustainable and able to continue supporting families for many years to come.

Risk management

As the charity continues to establish itself the trustees will conduct a review of the major risks to which the charity may be exposed and systems will be established to mitigate exposure to those risks.

Plans for future periods

The trustees are proud of what has been achieved so far, but are determined to continue to build upon the work undertaken to date in order to help as many newly diagnosed families as possible.

Milly's Smiles are planning to move into at least one hospital in the next financial year, continue with our SOULS provision and consider other ways to expand this offering, and consider careful and sustainable growth.

The trustee's report has been approved by the Board of Trustees.



Gemma Dyson Chairperson.

Dated: 14/09/26

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees

Charity Name
Milly's Smiles

On accounts for the year ended	31 March 2026	**Charity no (if any)**	1198503

Set out on pages 15 to 17 (remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31 / 03 / 2026**.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did 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 accounts to be reached.

Signed: D Marriott **Date:** 22/09/2026

Name: David Marriott

Relevant professional qualification(s) or body (if any): ICAEW

Address:	Suite 10B The Beehive, Lions Drive
	Shadsworth Business Park, Blackburn
	BB1 2QS

Section B	Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

Millys Smiles **Charity No : 1198503**

Income & Expenditure Account **Year Ended 31 March 2026**	**2026** **£**	**2026** **£**
Income		
Grants	1,960	
Donations	96,496	
Fundraising	130,343	
Interest received	9,850	
		238,649
Less Expenditure and Overheads		
Direct Expenses		
Cost of direct charitable activity	81,167	
Staff Wages	42,306	
Nest Pension		
SJP Pension	7,221	
		130,694
Administration Expenses		
Accountancy Fees	852	
Bank Charges	217	
Depreciation	597	
Insurance	164	
Professional Fees	0	
Rent	6,508	
Repairs	0	
Sundry Expenses	170	
Telephone	120	
Travel	1,913	
Utilities	0	
		10,541
Total Expenses		141,234
Surplus (Deficit) Generated from Operations		97,415
Profits (Losses) transferred to Revenue Reserves		97,415

Milly's Smiles **Charity No : 1198503**

Balance Sheet
Year Ended 31 March 2026

	2026 £	2026 £
Fixed Assets		
Motor Vehicles	6,809	
Less: Depreciation	5,122	
		1,688
Fixtures and Fittings	371	
Less: Depreciation	177	
		194
Current Assets		
Cash at bank	445,318	
Petty Cash in Hand	0	
		445,318
Current Liabilities		
Accrued Charges	960	
Deferred Grant Income	0	
PAYE & NI	5,577	
		6,537
Net Current Assets		438,781
		440,662
Less : Restricted Funding & Grants		0
		440,662
Reprersented by :		
Revenue Reserves brought forward		343,247
Capital Introduced		0
Surplus (Deficit) for the year		97,415
		440,662

Notes to the Financial Statements
For the period ended 31 March 2026

1. ACCOUNTING POLICIES

Depreciation

Depreciation has been calculated to write off the net book values of fixed assets over their expected economic lives at the following annual rates.

Motor Vehicles	25% on reducing balance
Fixtures and Fittings	15% on reducing balance

2. INCOME

Turnover for the year was £238,649 (2025 £207,177) and represents the £1,960 restricted and £236,689 unrestricted funding grants and donations received from various sources and during the year.

3. CORPORATION TAX

Corporation tax is charged in the accounts in the period to which it relates.

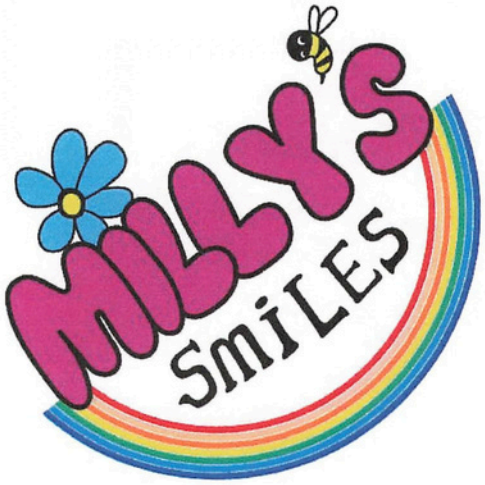
The amount of corporate tax due on non-mutual trading activities for the year was £ nil.

4. CONTINUING OPERATIONS

None of the charity's activities were acquired or discontinued during the year.

5. TOTAL RECOGNISED GAINS AND LOSSES

The charity has no recognised gains or losses other than the profit for the financial period detailed herewith.


MILLY'S
SMILES