

A SPECIAL PLACE FOR SPECIAL CHILDREN  
WINTER 2011 • ISSUE 23



# news letter

Photograph courtesy of Richard Barker

## Christmas campaign shines bright

Now in its fourth year, Light Up a Life has got a whole lot bigger. Alongside our lighting ceremony, we have formed a campaign to raise £45,000 – the annual cost of funding one of our most experienced nurses.

From November, the Light Up a Life campaign will be broadcast on Facebook and Twitter, sent in an e-card to our corporate supporters and displayed on billboards at local Tube stations. Actor and Haven House patron Ray Winstone is fronting the campaign this Christmas. Find the full interview with Ray on page 2.

The lighting ceremony is open to everyone and will be held on Sunday, 29th January 2012 from 3.30pm in the hospice grounds. Each person will be invited to dedicate a light in memory of a lost loved one. With thanks to Foresters and Glyn Hopkin for supporting the campaign.

**To make a donation see the insert inside. To book a place at the lighting ceremony email [events@havenhouse.org.uk](mailto:events@havenhouse.org.uk) or call 020 8506 3637.**



**Celebrities raise funds  
see page 6  
World Snooker  
partnership  
see page 8**

**Haven House Children's Hospice provides care services for children with life-limiting conditions, and their families. To find out more about Haven House, please visit [www.havenhouse.org.uk](http://www.havenhouse.org.uk), email [enquiries@havenhouse.org.uk](mailto:enquiries@havenhouse.org.uk) or call 020 8505 9944**



# Welcome...

...to the winter issue of the Haven House Children's Hospice newsletter.  
Find out the latest news and how you can help the hospice

## A note from Mike

What motivates me most every day is seeing the huge difference we make to children and families. It's even more encouraging to have that belief reinforced by feedback from the families themselves (page 3). The quality of our care is top of our priorities.

It's also good to see that, while most of our children are within adjoining boroughs, we also help those a little further afield, like Phoebe in Havering (page 4).

All hospices face considerable challenges ahead, with public expenditure currently being squeezed. That puts the focus on our fundraising. It's fantastic to read of successes, such as the 300 walkers joining our recent GLOWalk and our partnership with Barry Hearn and World Snooker.

This issue features our imminent Light Up a Life campaign. This is vital both in enabling everyone to celebrate the life of someone close, and in potentially raising enough money to fund the annual cost of one of our most experienced nurses. Whether you are a longstanding supporter or new to the charity, Haven House needs you all.

Mike



Mike Palfreman  
Chief Executive

## Ray of light

Film star Ray Winstone is fronting this year's Light Up a Life campaign. Ray is a local boy who has supported Haven House since it was formed in 2000.

'I am passionate about the work that Haven House does. Not only for those children who have life-limiting conditions, but also for their families,' he said. 'Haven House is a lifeline for so many people and for this reason I ask that you give as much as you can afford to



the charity this Christmas.'

Every year it costs £2.6 million to run Haven House Children's Hospice, 70% of which needs to be raised via voluntary sources. If we raise our target of £45,000 through

the campaign, we will be able to bring a little light into the lives of our children and their families this season.

**To donate please use the form included in this newsletter.**



## How are we doing?

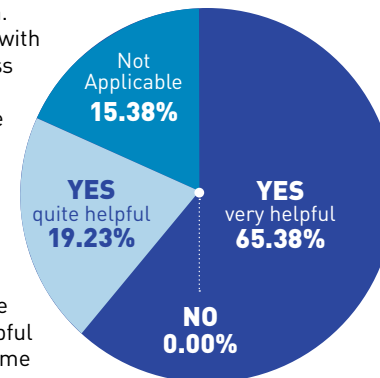
Earlier this year we sent questionnaires to families who had used our services, asking for their views. Parents/carers said they are pleased with the care at Haven House, and the White House is felt to be safe, secure and clean. Families are satisfied with the admissions process and felt their religious and cultural needs are taken into account, and their privacy and dignity respected.

There is a high level of satisfaction with activity services and families find the advice and support given helpful (see pie chart). Toy Home

Loan and TOTs services are appreciated, Haven House staff are highly valued and the young people who attend Buddies gave very positive responses!

To see a copy of the full report, please contact care admin on 020 8506 5513.

Is the support provided by Haven House helpful?



## Expert advice for parents



Help the Hospices, the charity representing all UK hospices, held its biennial conference in Bournemouth in September, with the Secretary of State for Health Andrew Lansley as the headline speaker.

Christine Twomey, Director of Nursing at Haven House, and Mary Busk from Interface gave a joint presentation on Expert Parents, a local project that aims to enable parents to become more adept in the care of their disabled children.

## Save the date!

**29th January 2012**  
LIGHT UP A LIFE  
Haven House Children's Hospice  
An opportunity to come together to celebrate the lives of loved ones.

**26th February 2012**  
POOCHES ON THE PLAINS  
Chingford Plain  
Join us for a sponsored walk with a difference!

**3rd March 2012**  
THE NUTS CHALLENGE  
Enjoy a tough challenge - you can choose the level of nuttiness to suit you!  
[www.thenutschallenge.co.uk](http://www.thenutschallenge.co.uk)

**15th April 2012**  
BRIGHTON MARATHON  
A new marathon challenge in a vibrant location. Limited spaces available.

**22nd April 2012**  
VIRGIN LONDON MARATHON  
Join the team of runners supporting Haven House Children's Hospice.

**9th - 13th May 2012**  
EURO CITY CYCLE CHALLENGE  
Three hundred miles, three countries and three capitals... London, Amsterdam and Brussels.

**27th June - 1st July 2012**  
TREK THE TRES PICOS (THREE PEAKS)  
Climb three of Spain's highest peaks in just three days!

**11th - 15th July 2012**  
LONDON TO PARIS CYCLE CHALLENGE  
From London, cycle through English countryside and rural France to arrive in the heart of Paris.

**Contact us today to find out more!**  
Email [events@havenhouse.org.uk](mailto:events@havenhouse.org.uk)  
Tel: 020 8506 3637

# Haven House news

Find out about our Aiming High service, our annual event celebrating bonds between siblings and read an interview with volunteer Barbara Jacobs



## Caring for Phoebe

Phoebe is a happy four-year-old girl who lives in Havering with her mum Jenny, her dad Rob and her sisters Heather and Josie.

Phoebe was referred to Haven House Children's Hospice in August 2010 and was one of the first children to take advantage of a new service being offered at Haven House – Aiming High for Children with Disabilities, a service commissioned by Havering Social Services.

Phoebe was diagnosed with hyperinsulinemic hyperammonemia syndrome when only a few days old. While her parents manage

Phoebe's condition well themselves, they only get a break when Phoebe comes to Haven House, because Phoebe's complex care needs mean she can't be left with anyone else. Her mum Jenny has been impressed by the professionalism of the staff at Haven House and feels she can completely trust them to provide excellent care for Phoebe.

Jenny is pictured working with a staff nurse to create a computerised Care Plan, which helps Haven House staff meet Phoebe's needs and ensure she has a safe and happy stay.

## Stagecoach scholarships

For the third consecutive year, Suzanna Barnes, principal of Stagecoach Theatre Arts School, Chigwell, is providing a free scholarship for three Buddies' members.

The children, aged between five and 19 years, benefit enormously from this opportunity to express themselves, developing their confidence and skills through learning and performing.

## Music to the ears

The Roding Players orchestra held a 20th anniversary concert at St Mary's Church, Loughton, on 16th July. The concert programme featured an article about Dr Thomas Cruz's book, A Brief History of the White House and the Mallinson Family. Dr Cruz is pictured in attendance.



## Firefighting fun

The Junior and Teen Buddies visited Woodford Fire Station in August. The children dressed in fire brigade uniforms and tried out some of the equipment. Corinna Brown, 12, said: 'We met new people and learned all about the fire station's history.'

Ayse Kaya, 15, said: 'It was fun and good exercise! I liked going to the top of the fire tower and learning about the fire service.'

## Step forward...



### BARBARA JACOBS

Volunteers are vital to the work Haven House does. Each issue the newsletter will feature one member of this amazing team. This issue, Barbara Jacobs talks of her experiences working at the hospice.

## Celebrating siblings

For the third year, Haven House held an event to mark the Hindu festival Raksha Bandhan, which celebrates the sacred bond of love and affection between siblings.

Held in the hospice grounds on 12th August, almost 80 people attended, including the Redbridge Fun 4 All group and several Haven House families.

Guests made traditional rangoli bracelets, paper garlands and paper elephants with materials paid for by the Charles S French Charitable Trust. Music therapy sessions also took place and Mr Zippy the clown kept the children

entertained during a delicious Indian-style lunch.

Non-Clinical Team Leader Judi Porter said: 'It was a lovely day. What stood out for me this year was that some of the parents had brought their own siblings, so the grounds at Haven House were alive with brothers and sisters, both young and old.'



### How long have you been a volunteer at Haven House?

I started in January, initially working one day a week on reception, and I enjoyed it so much I asked if there were other opportunities.

### Why Haven House?

Everyone has been touched directly or indirectly by loss. I had supported Haven House at various events and when I retired, I decided to volunteer.

### What is your role?

On Mondays I make contact with new volunteers and invite them to meetings so they can find out more about us. On Wednesdays I help out on reception. I also support the care and fundraising teams.

### What do you enjoy most here?

The atmosphere is always welcoming and friendly. I enjoy meeting up with other volunteers at functions.

### What's been the highlight?

My absolute highlight has to be the Memory Day, an annual event for families who have lost children. I knew it would be poignant but I was totally overwhelmed by just how beautiful the event was. It was very humbling and so special to be part of this important day.

If you are interested in volunteer opportunities at Haven House, please contact Vanessa Theed on 020 8498 5848 or email [vanessa.theed@havenhouse.org.uk](mailto:vanessa.theed@havenhouse.org.uk)

**Find out more** Would you like to know more about our services at Haven House?

Just give us a call on 020 8505 9944 or email [enquiries@havenhouse.org.uk](mailto:enquiries@havenhouse.org.uk)

# Events news

From celebrities brokering deals to graduate recruits flogging donations and a special visit from Leyton Orient players, catch up on what's been going on in the events calendar

## It's a deal!

Trading company BGC Partners holds an annual event to raise millions of dollars for charities around the world. Charity Day, which commemorates the 658 employees that BGC lost in the World Trade Center attacks in 2001, invites charities and their celebrity advocates to broker deals.

Haven House celebrity supporters including Gary Lucy and Kevin Adams (top right), Ben Shephard (right with London Mayor Boris Johnson) and World Snooker Chairman Barry Hearn, all took part at the BGC headquarters.



Barry Hearn said: 'This is a great initiative and I was delighted to represent Haven House.'

Thanks to all who helped on the day, including Miles and Olivia, Warburtons, Snak Appeal and BGC Partners.



## GLOWing praise

Gravelle's Budgens handed Haven House a cheque for £500 in August from recent fundraising. Gravelle's also supported the GLOWalk and provided items for the goody bags – see the back page for more event details.

## Flog the Lot!

Thanks to its partnership with Children's Hospices UK, some new graduate recruits from global insurance firm Willis took part in Haven House's 'Flog the Lot!' challenge in September.

The graduates negotiated deals with colleagues to sell donated items and raise income for Haven House. The creative teams then reinvested the cash raised to generate more profit. In just five hours, the teams raised over £1,200 – a fantastic result!

## Charity friends

Haven House is delighted to announce new charity partnerships with City law firm Pritchard Englefield and Waltham Abbey-based companies Hatch Solar and Shure Distribution UK.

If your company would like to support us, call Siobhan Songour on 020 8506 3638 or email [siobhansongour@havenhouse.org.uk](mailto:siobhansongour@havenhouse.org.uk)



## Barclays in bloom

Volunteers from Barclays Corporate worked hard on a sunny October day, clearing weeds and planting bulbs in the grounds of The White House. They also left gifts of garden furniture and outdoor toys for the children at Haven House to enjoy.

## The Os say hello

This season, Leyton Orient Football Club has teamed up with Haven House and St Joseph's Hospice as part of The Football League's official charity partnership with Help the Hospices.

Players Dean Cox and Jimmy Smith visited Haven House on 1st September along with their mascot, Theo the Wyvern (right). They were shown around the hospice and met some of the children.

## Heart's big Mini gift

Heart radio station gave Haven House a brand new Mini, which will be used to visit children at their homes. Presenters Martin Day and Su Harrison handed the Mini to Haven House's Judi Porter, who was joined by James Argent and Debbie Bright, stars of The Only Way Is Essex (above).

• A huge thank you also goes to Global Radio for its generous donation of £10,000.



## Artfelt thanks!

Members of the fine art insurance market attended an evening reception at Drapers' Hall in London. Donations totalling £1,400 were made to Haven House. Thanks go to Matthew Ward and everyone else who was involved.



## Speedy gardeners

In September, to launch our Charity of the Year partnership, volunteers from CB Richard Ellis managed to clear, clean and paint the ivy-covered wall in our Sensory Garden in just one day!



Dean said: 'Having never visited a hospice before I wasn't sure what to expect. Haven House is like a home from home. It's great that we are able to help and I look forward to meeting more Haven House children at our matches in the future.'

## Diamond fundraisers

London Diamond Drilling, part of the Pink Tie Club, held its annual Golf Day on 30th June. Marc Seagroatt, Managing Director of LDD said: 'We had some fantastic prizes in our auction. The Pink Tie members and guests were quick to bid, knowing that every penny helps Haven House. We are proud to have raised over £18,000.'

Music update! The Love Power and Peace charity album is now available to buy from [www.robingeorge.co.uk](http://www.robingeorge.co.uk). One third of the profits will go to Haven House.

# Events news

Running, cycling and tackling challenging assault courses is all in a day's work for our supporters, who don't mind breaking a sweat to raise funds for Haven House

## Cue World Snooker



World Snooker Chairman Barry Hearn (left) visited Haven House to launch the partnership World Snooker has formed with the hospice until May 2012. Barry said: 'I am delighted to support this wonderful charity. We are aiming to raise at least £120,000 in the next year.'

Barry is giving Haven House the chance to fundraise at two major snooker events: the Masters at Alexandra Palace (15th to 22nd January 2012) and the Betfred.com World Championships at Sheffield's Crucible Theatre (21st April to 7th May 2012).

As chairman of the Professional Darts Corporation, Barry has also arranged for Haven House to fundraise at the PDC World Darts Championships at Alexandra Palace (15th December 2011 to 2nd January 2012). If you are interested in volunteering at these events, email [vanessatheed@havenhouse.org.uk](mailto:vanessatheed@havenhouse.org.uk).



## Cycle challenge

Staff from London Diamond Drilling Services, along with Haven House Corporate Fundraising Executive Siobhan Songour and friends, were among the 14 people who took part in a London to Brighton cycle challenge to raise funds for Haven House.

Participant Davina Duncan commented: 'Despite kitting ourselves out and training hard, cycling 52 miles was no mean feat and we are

really pleased with our accomplishment. We are all novice cyclists, so it was a tough challenge for us, but there was such a great atmosphere among the participants that it spurred us on and kept our enthusiasm high! It was a rewarding experience and one we definitely won't forget in a hurry. While tackling every

Stefanie Metcalf, Davina Duncan and Siobhan Songour with their bicycles



tricky hill (and there were many!) we reminded ourselves of what a beneficial cause our sponsorship money would be going towards.'



## Go nuts!

Haven House Chief Executive Mike Palfreman and friends Maria Lloyd, Paul Turrell, Craig Sharp, Tom Walter and Oliver Herington took on the formidable 3k Nuts Challenge on 3rd September.

It is one of the most difficult assault courses there is. The 'nutters' are required to run one kilometre, climb three-metre-high hay bales and crawl in the dark for 15 metres before tackling mud slides, murky ponds and a traditional assault course.

Mike said: 'It was a tough challenge that strained every sinew. We are exhausted and completely filthy but we loved every minute!'

To sign up for next year's challenge on 3rd March, email [events@havenhouse.org.uk](mailto:events@havenhouse.org.uk) or call 020 8506 3637.



## Women rise to the Challenge

More than 30 women chose to raise money for Haven House by running or walking for five kilometres around London's Hyde Park as part of the adidas Women's 5k Challenge. Runner Zuzana said: 'The atmosphere was just great. This was my first charity run for Haven House. I finished the race in 28 minutes, which was an achievement, but it didn't feel as good as knowing I raised £327 for such a great cause.'

Thanks go to all the ladies who took part in this challenge. Please note that the adidas Women's 5k Challenge will not take place next year due to the Olympics.

## Pooches on the Plains



Fifty-five dogs and their owners took part in a sponsored three-mile walk at Chingford Plain on 3rd July, raising over £2,000.

After a brisk walk through Epping Forest, the dogs were treated to a 'doggy bag' with canine treats. Haven House patron Vicki Michelle came with her dog Scruffy (top right) and thanked the community for supporting the hospice. The sponsors, Palmerston Veterinary Group and Forest Veterinary Centre, were

delighted with the day. The next Pooches on the Plains events will take place on 26th February and 1st July 2012. Why not register your dog? Email [events@havenhouse.org.uk](mailto:events@havenhouse.org.uk) or call 020 8506 3637. Entry is £5 per pooch, plus a minimum of £25 sponsorship.



# The height of fundraising

In August, Tony Sayers and his dad climbed Mount Kilimanjaro, raising more than £800 for Haven House.

He says: 'It took five days to reach Kibo Hut, the base camp. We set off for the six-hour trek to Gilman's Point in the dark. The air is so thin on the 1,200-metre climb that every step takes monumental effort. The first three hours were just about bearable, but then things got tough. We only had one short rest each hour. Your legs scream for you to stop, your heart thumps against your chest. Finally, after seven and a half hours, we made it to Uhuru Peak, the highest point in Africa! A truly fantastic feeling!'



## Peak performance

Richard Hilliard took part in the Three Peaks Challenge in aid of Haven House Children's Hospice.

The challenge involves climbing the three highest mountains in the UK – Ben Nevis, Scafell Pike and Snowdon – within 24 hours. In spite of the rain, it took Richard just 14 hours to finish the climbs, excluding travelling time. Richard said: 'It was a really great experience and a real achievement to complete.'



## Jumping Jennifer

Waitrose employee Jennifer Pringle (right) faced her fears and did a bungee jump at the O2 arena on 18th June. She has raised £450 in sponsorship for Haven House. Jennifer said: 'It was fab. I am an adrenaline junkie, so although I was scared, I enjoyed it at the same time!'

For more information about similar events, contact events@havenhouse.org.uk

## Beat it!

Four runners for Haven House took part in the Run to the Beat half-marathon in London on 25th September. The run started and finished at the O2 Arena, with 14 music stations and live acts playing along the route. Reuben Halper, Alex Johnson and Emily Heard were accompanied on the run by Haven House Community Fundraising Manager Erica Snow. Altogether they raised more than £3,000!



# Community news

Haven House is lucky to have a dedicated team of volunteers and fundraisers in the community who do great work raising money for the hospice. Read on to find out how...



## Molly's music

A musical extravaganza was held in September to remember Molly Field, who passed away last year when she was just eight years old.

Molly's mum Mel organised the event, which was held at Redbridge Drama Centre. It featured many of Molly's favourite songs, which were performed by a cast of 70 adults and children.

Mel said: 'I aimed to raise £8,000 for the hospice within a year, to help cover the cost of the bereavement suite and family accommodation, where we stayed for a week with Molly after she passed away. All the staff and the facilities were incredible and made such a difference to us at a very difficult and emotional time.'

The event was so well supported that it raised an amazing £13,000. Mel is continuing her efforts with a new target of £35,000, to help pay the annual average salary for a nurse at the hospice.

Molly had a passion for writing and when she was



ill she decided to write The Adventures of Ella Rose, a trilogy of stories about a little girl who is named after her sister, Isabella Rose.

The book was printed just before Molly died and copies are being sold to raise money for Haven House. **If you would like to buy a copy please call Erica Snow on 020 8506 3636 or email ericasnow@havenhouse.org.uk**



## Biking brilliance

Ian Pask, manager of the Marriott Hotel, Waltham Abbey, recently completed a six-day cycle from Dubrovnik to Thessaloniki. He tackled several difficult hills and mountains and braved unseasonably hot weather, managing to raise £2,000 for Haven House.

## Thank you to...

...the Horse & Well pub for organising a music festival and a charity golf day that raised over £4,000.

...Tesco Express, Chingford Mount. After the new store opened, it presented Haven House with a £500 cheque.

...Cranbrook College students, who volunteered at the fundraising office in Chingford and helped with the organisation of the Pooches on the Plains event (see page 9 for more info) as part of their community day in July. The college is supporting Haven House this year.

...Paul Branch, who completed the Jersey Marathon in October in an amazing three hours and 50 minutes – a fantastic effort!

## Your loss is our gain!

Celebrity nutritionist Dr Sarah Schenker is running a slimming programme in the New Year to raise funds for Haven House.

All you need to do is register and ask people to sponsor your weight loss efforts. Contact Charlotte Terry on 020 8498 5842 or email charlotteterry@havenhouse.org.uk





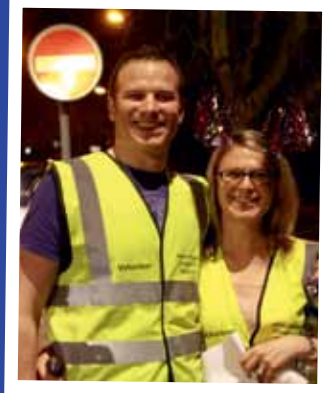
## A walk in the dark!

More than 300 people took part in the second GLOWalk on 30th September. Walkers limbered up with celebrity fitness coach Kevin Adams before leaving Haven House for the 10-kilometre walk, decked out in glow-in-the-dark T-shirts and lots of bright accessories.

The GLOWalk was sponsored by Holly House Hospital, as well as local businesses Your Docklands & City, Douglas Allen and Gravelle's Budgens.

Councillor Geoff Walker, Mayor of Waltham Forest, who is supporting Haven House during his mayoral year, also attended the evening.

**Save the date!** The next GLOWalk will be on 28th September 2012.



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