

Support at a Time of Loss

There are many organisations that provide support and advice to the bereaved. Those listed in this booklet are not being endorsed by the police

National Support Services Booklet for people
who have suffered sudden or violent
Bereavement

Table of Contents

Introduction	2
Organisations offering bereavement support	3
<i>A Different Journey</i>	3
<i>Bereaved Parents Network</i>	4
<i>Cruse Bereavement Care</i>	5
<i>The Candle Project</i>	6
<i>The Child Bereavement Charity (CBC)</i>	7
<i>The Child Death Helpline</i>	8
<i>The Compassionate Friends</i>	9
<i>The Foundation for the Study of Infant Deaths</i>	10
<i>Winston's Wish</i>	11
Organisations offering specialist trauma care	12
<i>ASSIST Trauma Care</i>	12
Organisations assisting victims of disaster	13
<i>Disaster Action</i>	13
Organisations helping after murder or manslaughter	14
<i>Escaping Victimhood</i>	14
<i>Marchioness Action Group</i>	15
<i>Mothers Against Murder and Aggression (MAMAA)</i>	16
<i>National Victims Association (NVA)</i>	17
<i>Support After Murder and Manslaughter (SAMM)</i>	18
<i>Support After Murder and Manslaughter Abroad (SAMM Abroad)</i>	19
<i>Victims of Crime Trust</i>	20
<i>Victim Support</i>	21
<i>Victims' Voice</i>	22
Organisations offering support after a road death	23
<i>BrakeCare</i>	23
<i>Campaign Against Drinking and Driving (C.A.D.D.) and Support and Care After Road Death and Injury (SCARD)</i>	24
<i>RoadPeace</i>	25
<i>Trauma Aftercare Trust (TACT)</i>	26
Organisations offering support to all those bereaved	27
<i>Death After Medical Negligence (DAMN)</i>	27
<i>KnifeCrimes.Org</i>	28
<i>Samaritans</i>	29
<i>Survivors of Bereavement by Suicide (SOBS)</i>	30
Notes	31

Introduction

The sudden and unexpected death of a loved one can be devastating especially when the death has occurred in violent circumstances. That is why the Police and Support Services have worked together to compile this booklet to assist you during your time of loss

The Police and Support Services offer their sincere condolences.

There are a large number of organisations, some of whom are specialist in particular areas that may be able to provide you with help or information that suite your personal circumstances.

In this booklet, you will find some of the organisations known. They have been grouped into areas of expertise and then listed in alphabetical order. Each describes what they do and how they may help you.

A Different Journey

A Different Journey offers support to those who have been bereaved of a partner at a young age, together with any children. People coping with this sort of bereavement suffer heartache, many practical difficulties and loss of hopes for the future. Because the remaining parent and any children all grieve in different ways, family dynamics can be affected. A Different Journey is a project run by nationwide charity Care for the Family and is staffed entirely by people who have been bereaved in this way. It offers ongoing support through:

- Day and weekend events for individuals and families
- A telephone befriender scheme
- A regular newsletter.

Telephone number: **029 2081 0800**

Email: adifferentjourney@cff.org.uk

Website: www.careforthefamily.org.uk/adj

Write to: A different Journey, Care for the Family,
Garth House, Leon Avenue,
Cardiff CF15 7RG

Bereaved Parents Network

The Bereaved Parents Network offers support to those who have been bereaved of a child (including adult children), together with siblings. Because both the parents and any remaining children all grieve in different ways, family dynamics can be affected. The Bereaved Parents Network is a project run by nationwide charity Care for the Family and is staffed entirely by people who have been bereaved in this way.

It offers ongoing support through:

- Day and weekend events for parents and for families
- A telephone befriender scheme
- A regular newsletter.

Telephone number: **029 2081 0800**

Email: bereavedparentsnetwork@cff.org.uk

Website: www.careforthefamily.org.uk/bpn

Write to: Bereaved Parents Network, Care for the Family,
Garth House, Leon Avenue,
Cardiff CF15 7RG

Cruse Bereavement Care

National Cruse Bereavement Care exists to promote the well being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. The organisation provides counselling and support. It offers information, advice, education and training services through:

- A helpline
- Information on what to do after a death
- Bereavement support and advice and a network of local branches
- Training in bereavement care for volunteers and professionals
- Leaflets and publications about bereavement
- A specialist bookshop
- A free phone helpline and interactive website for young people.

Helpline number: **0844 477 9400**

Web site: www.cruse.org.uk

Helpline number for young people: **0808 808 1677**

Website: www.rd4u.org.uk for young people

The Candle Project

The Candle project provides one to one and group bereavement support for children, young people and families in the South East London area. It also offers a telephone advice service for parents, carers and professionals nationwide. This is a free service for those who need it.

The project recognises that following a death it can feel very hard to know how best to support children and young people. Just like adults, children react to death in different ways at different times, it can be daunting dealing with these issues and families may feel that they need some help.

The Candle project is part of St Christopher's Hospice, a registered charity.

Parents, carers and professionals nationwide can contact the phone advice service on telephone number: **020 8768 4500**

The Child Bereavement Charity (CBC)

The Child Bereavement Charity (CBC) is a national charity which gives support to grieving families and the professionals who care for them. Their information and support helpline offers a confidential listening and sign posting service to anyone affected by the death of a child.

Their website includes:

- Forums for families and professionals
- Articles and best practice guidelines (free to download)
- A searchable database of local and national support organisations
- A comprehensive listing of relevant books and resources.

They also offer specialised training and support for professionals wanting to improve their response to the needs of bereaved families.

Write to: The Child Bereavement Charity
 Aston House
 West Wycombe
 High Wycombe
 Buckinghamshire
 HP14 3AG

Information and Support Line: **01494 446648**

Website: www.childbereavement.org.uk

Email: enquiries@childbereavement.org.uk

The Child Death Helpline

The Child Death Helpline provides emotional support for anyone affected by the death of a child – whatever their age, under whatever circumstances.

The helpline is staffed by bereaved parent volunteers (not counsellors), who are trained and supported by a professional team.

The helpline is open every day throughout the year at the following times:

- Every evening between 7pm – 10pm
- Monday, Thursday and Friday between 10am – 1pm
- Tuesday and Wednesday between 10am – 4pm

Freephone: **0800 282 986**

Website: www.childdeathhelpline.org.uk

Email: contact@childdeathhelpline.org

The Compassionate Friends

The Compassionate Friends is an organisation of bereaved parents and their families helping each other through their grief. They give support, friendship and advice to parents and families after the death of their child – whatever the age or cause.

Helpline number: **0845 123 2304** (Open daily from 10am – 4pm and 6.30pm – 1030pm)

Email: helpline@tcf.org.uk

Office: **0845 120 3785**

Email: info@tcf.org.uk (Please note a response may not be immediate)

Website: www.tcf.org.uk

The Foundation for the Study of Infant Deaths

The Foundation for the Study of Infant Deaths is the UK's leading cot death charity aiming to prevent unexpected deaths into infancy and promote infant health.

The bereavement support services offered by FSID include:

- A Helpline for bereaved families. Trained helpline advisors take calls in confidence from 9am to 5pm every weekday. Every evening, including weekends and bank holidays, calls are taken by advisors who themselves are bereaved parents.
- Booklets
- A network of trained befrienders to support bereaved families
- A phone card to enable bereaved parents to call our Helpline free of charge
- A programme of training, events and family days out throughout the UK
- The Care of the Next Infant (CONI) Scheme, with the NHS, to support bereaved families when they have subsequent babies.

Helpline number: **020 7233 2090**

General Enquiries: **0207 802 3200**

Email: helpline@fsid.org.uk

Website: www.fsid.org.uk

Winston's Wish

Winston's Wish is a national service which helps children rebuild their lives after the death of a parent or sibling, enabling them to face the future with hope. It also offers practical support and guidance to families, professionals and anyone concerned about a grieving child. Their work is important to help children avoid the problems that can occur in later life if they are unable to express their grief.

The service provides:

- A national helpline for anyone concerned about a grieving child
- Specialist group work for families bereaved through suicide, murder or manslaughter
- An interactive website
- Specially designed creative resources
- Consultancy and training to a wide range of professionals
- Research into the most effective interventions for bereaved families.

Address: Winston's Wish
Westmoreland House
80 – 86 Bath Road
Cheltenham
Gloucestershire
GL53 7JT

Helpline: **08452 03 04 05** (Monday to Friday, 9am - 5pm)

General enquiries: **01242 515157**

Fax Number: **01242 546187**

Website: www.winstonswish.org.uk

Email: info@winstonswish.org.uk

Organisations offering specialist trauma care

ASSIST Trauma Care

ASSIST Trauma Care is a charity working in the specialist area of psychological trauma. Their specially trained therapists employ evidence-based, trauma-focused Cognitive Behavioural Therapy (CBT) to help individuals and families affected by a traumatic occurrence.

The therapy takes place at the ASSIST offices in Rugby or at other locations by arrangement. They also offer support through their helpline.

For appointments call: **0178 855 1919**

Support line number: **0178 856 0800**

Email: assist@traumatic-stress.freereserve.co.uk

Website: www.assisttraumacare.org.uk

Organisations assisting victims of disaster

Disaster Action

Disaster Action was founded by survivors and bereaved people from a wide variety of disasters, including terrorist attacks, and transport and natural disasters.

They work to:

- Promote greater understanding of the needs of individuals following a major emergency
- Facilitate the coming together of self-determining family groups or survivor support groups
- Offer support and guidance through their leaflet series 'When Disaster Strikes' to guide you through the aftermath. Leaflets can be downloaded from their website:

www.disasteraction.org.uk

Disaster Action does not offer a counselling service, but can suggest where to go for further support.

Office number: **01483 799066**. (Open on a part time basis. Outside office hours there is an answer phone).

Escaping Victimhood

The Escaping Victimhood programme aims to support those suffering the long-term effects of the trauma of a sudden and violent bereavement. The programme is set in a comfortable environment, away from daily life and in the company of people with similar experiences.

Its activities include:

- The opportunity to learn about the impact of trauma
- Workshops on personal change, to help participants locate the traumatic event within the context of their life's journey, and to provide some tools for self-help.
- Group work such as painting or photography, providing participants with new ways of expressing their experience
- One to one counselling and therapy

The programme is made up of an introductory evening, a residential workshop and a follow-up day.

For more information contact Tim Newell: newelltim@hotmail.com

Marchioness Action Group

The group was formed in 1990 by bereaved relatives/survivors of the Bowbell/Marchioness River Thames Disaster that occurred on the 20 August 1989, 51 were killed. They formed to originally provide support to each other.

We are a campaigning research group to see that the treatment and needs of victim's families and survivors following sudden tragedy death/injuries is improved. Those lessons learnt and recommendations made are acted upon.

We are involved with River Thames Safety/Life Boats, Coroners Reform, Speaker at training courses for agencies involved with the newly bereaved/survivors. We work in partnership with other support organisations, police and Home Office.

If approached we give limited support or assist in contacting an appropriate organization that can give support in the area the person/persons live.

We can be contacted on:

Telephone/Fax number: **01252 325054** (There is an answer phone available on this line)

Email: ma_group@hotmail.com

Website: www.geocities.com/jndenio/

Mothers Against Murder and Aggression (MAMAA)

MAMAA is a national registered charity which provides support to families and friends bereaved through murder, manslaughter and unlawful killing.

They are licensed weapons awareness trainers and go into schools, young offender institutions and youth clubs, talking to young people about the dangers and consequences of carrying and using weapons. They also work with a programme called Life Skills for Children which targets children from the age of five.

MAMAA works closely with many other groups throughout the UK to help to raise awareness of the difficulties facing families of murder victims and the importance of giving these families support as soon as possible. They are part of the Home Secretary's round table advisory panel on guns, gangs and knives and have worked with the Association of Chief Police Officers (ACPO) on the criminal use of firearms.

Families wishing to tell their story in their own words or with pictures should contact MAMAA.

Telephone number: **07960 994 862**

MAMAA also provides on-line support via their website: www.mamaa.org.

National Victims Association (NVA)

The Charity offers support to families bereaved by serious crime such as murder or manslaughter throughout the United Kingdom.

Support provided includes:

- Counselling
- Advocacy
- Court representation
- Financial assistance
- Respite breaks
- Establishment and coordination of self help groups.

NVA brings people and organisations together to create safer and stronger communities. They look for longer term and sustainable solutions to the problem of serious crime and social exclusion whilst working closely with the private sector, local authorities, criminal justice, voluntary and community organisations.

The NVA also holds an annual Memorial Service at St. Mary's Catholic Cathedral, Newcastle Upon-Tyne for all religions denominations in February to celebrate European Victim's Week and the lives lost by homicide.

Write to: National Victims Association
 PO Box 111
 Jarrow
 Tyne & Wear
 NE32 5TE.

Telephone number: **0191 4232210**

Mobile number: **07775 646193**

Email: info@victimsfirst.co.uk

Website: www.victimsfirst.co.uk

Support After Murder and Manslaughter (SAMM)

SAMM offers help and support to families and friends who have been bereaved through murder and manslaughter. All of their support volunteers have been bereaved in a similar way. SAMM is also involved in training, research and raising public awareness. They also work to increase the understanding of organisations working with bereaved families – particularly with the criminal justice system.

Write to: SAMM National Office
 1st Floor
 Scotia House
 33 Finsbury Square
 London
 EC24 1PL

Telephone number: **0845 872 3440**

Email: SAMM@victimsupport.org.uk

Website: www.SAMM.org

Support After Murder and Manslaughter Abroad (SAMM Abroad)

SAMM Abroad is a British support group for people who were bereaved through murder or manslaughter abroad. The group is made up of people who have been bereaved in a similar way.

SAMM Abroad offers practical and emotional support, and holds regional meetings to enable families to share their experiences and offer support to each other.

Helpline number: **0845 123 2384**

Email: info@SAMMabroad.org

Website: www.SAMMabroad.org

Victims of Crime Trust

The Victims of Crime Trust supports anyone who has been bereaved through homicide. The trust provides initial advocacy assistance to victims when they are too vulnerable to cope with the tragedy by themselves, supporting them until they are stronger.

Their holistic support package offers:

- Personal and familial support
- Legal advice (including claims for compensation)
- Counselling (bereavement, psychological, marital)
- Assisting with court attendance (including accommodation)
- Referral to specialist agencies (such as housing, social services, retraining)
- Respite breaks
- Practical Support
- Media representation (where appropriate)
- Social support network (from other bereaved families of homicide)
- Voluntary participation in the Trust's operations
- Follow up support
- Educational and awareness programmes
- Repatriation of bodies of those murdered abroad and assistance to the families involved.

Address: Victims of Crime Trust
2 York Street
Twickenham
Middlesex
TW1 3LE

Telephone number: **020 8744 0999**

Email: info@victimsofcrimetrust.com

Website: www.voc.webeden.co.uk

Victim Support

Victim Support is the national charity for crime victims, witnesses, their families and friends. Our trained volunteers and employees provide free and confidential support to people who have experienced crime including emotional support, information, practical help and advocacy. Practical ways we can help include assisting in claims for Criminal Injuries Compensation, making telephone calls for example about housing, assisting in arrangements for the funeral and accompanying victims to meetings such as the GP or inquest. Where there is a need we give financial assistance for example to arrange cleaning after a crime, a taxi to help with transport, for interpreting, or vouchers for essentials. We also refer or signpost people to other services that can help.

Victim Support runs the Witness Service in all criminal courts in England and Wales where we help victims, witnesses and their families and friends at court, before, during and after the trial. The Witness Service offers someone to talk to in confidence (but not about the evidence), information about court proceedings, arranges a visit to the court before the trial, where possible, and support on the day. You can get in touch with the Witness Service through local Victim Support services or the court where the trial is to be held.

You can write to: Victim Support National Centre
Hallam House
56-60 Hallam Street
London
W1W 6JL.

Victim Support also runs the Victim Supportline, which supports victims and witnesses over the phone anonymously and can put people in touch with a local Victim Support service.

Supportline number: **0845 30 30 900**.

Lines are open:

- Monday to Friday 9am-9pm
- Weekends 9am – 7pm
- Bank holidays 9am-5pm

For further details on all our services please visit:

Website: www.victimsupport.org.uk

Victims' Voice

Victims' Voice is an umbrella charity which addresses the issues that arise when people are bereaved by sudden and traumatic death and have to cope with the involvement of police, coroners, mortuaries, hospitals and the courts.

Victims' Voice publishes two homicide case booklets:

- *Sudden Death and the Coroner*

To order this booklet, email: vv@coroner-info.org.uk or call **07984 078 918**. Make sure that you state how many copies you need and your full postal address, including postcode.

- *Coroner's Post Mortem and Inquests*

To order this booklet, see contact details below.

They also publish the information booklet *Information for Suddenly Bereaved People*. This booklet is written from the perspective of bereaved people and includes information about the specialist charities offering support and guidance. It is available, free of charge, in quantities of two or more. To order this booklet, see contact details below.

Write to: Victims' Voice
 PO Box 21
 Fairford
 Gloucestershire
 GL7 4WX

Telephone number: **0798 4778 918** Please speak slowly and clearly and give best time to call back.

Email: victimsvoice@hotmail.com -.

Organisations offering support after a road death

BrakeCare

BrakeCare is a division of Brake, the national road safety charity. BrakeCare supports people who have been bereaved and injured in road crashes through their helpline and a range of literature. They also assist professionals working with road crash victims.

You may find these guides helpful:

- *Information and advice for bereaved families and friends following a road death* (versions available for England and Wales, Northern Ireland and Scotland)
- *Advice for victims, families and friends following a serious injury in a road crash* (versions available for England and Wales, Northern Ireland and Scotland)
- *Someone has died in a road crash* – a child bereavement guide for adults and children to read together

Helpline number: **0845 603 8570**

(If you reach their answer phone leave a message saying when you would like to be called back)

Email: helpline@brake.org.uk

Website: www.brake.org.uk

Campaign Against Drinking and Driving (C.A.D.D.) and Support and Care After Road Death and Injury (SCARD)

The Campaign Against Drinking and Driving (CADD) supports all victims of drunk or drugged drivers throughout the UK.

Support and Care After Road Death and Injury (SCARD) is a registered charity which gives emotional and practical support to people affected by road tragedies all over the UK.

The two charities give or offer access to:

- Free legal advice from their vastly experienced legal representatives
- A confidential helpline giving support and assistance
- Counselling, which in many cases will be low cost or free
- Workshops to educate people about the dangers of driving under the influence of drink or drugs
- A yearly memorial service for road collision victims
- Free internet memorials for victims and their families.

They also campaign to put the effects of drunk and drugged driving to the forefront of public and government attention.

Write to: CADD or SCARD
 PO Box 62
 Brighouse
 West Yorkshire
 HD6 3YY

Helpline number: **0845 123 5542** (Everyday 9am to 9pm)

Office number: **0845 123 5541** (Office open 9am to 5pm)

CADD email: info@cadd.org.uk

CADD website: www.cadd.org.uk

SCARD email: info@scard.org.uk

SCARD website www.scard.org.uk

RoadPeace

RoadPeace is the national charity for road crash victims with local groups around the country. It offers emotional and practical support to those bereaved and injured in crashes. Their trained volunteers have all been bereaved or injured or are carers for family members injured in crashes.

RoadPeace offers:

- A befriender network
- Information sheets that explain the post-crash legal procedures
- A number of key publications, such as the *Road Death Investigation Guide and Civil Compensation after a Road Death*
- A newsletter
- Local groups
- Many acts of remembrance, including the World Day of Remembrance for Road Traffic Victims.

RoadPeace also campaigns to improve the support available to road crash victims, and for more priority to be given to reducing road death and injury.

Helpline number: **0845 4500 355**, open Monday to Saturday, 9am to 5pm,

(Assistance is also possible in French, Spanish, German and Polish)

Email: info@roadpeace.org

Web site: www.roadpeace.org

Trauma Aftercare Trust (TACT)

Trauma After Care Trust (Tact) helps people suffering from post-traumatic stress, which can result from a wide variety of incidents and disasters, from a car crash to warfare. The trust aims to help sufferers find the appropriate treatment for their symptoms: many of them need psychiatric help and Tact on occasion helps by paying for the treatment.

The trust needs to raise funds for its 24-hour telephone helpline service which gives immediate counselling, and also refers sufferers for further treatment.

Write to: TACT
 Butterfields,
 The Farthings,
 Withington,
 Gloucestershire
 GL54 4DF

24 hour helpline number: **0242 890306**

Death After Medical Negligence (DAMN)

Death After Medical Negligence (DAMN) offers support to families who may have lost someone through medical negligence – even though the cause of death was given as ‘natural causes’. DAMN was formerly Rigorous Analysis of Iatrogenic Death (RAID).

Contact: Mrs Lilly Lewy

Telephone: **020 8205 4985**

Email: lh1005@londonmet.ac.uk

KnifeCrimes.Org

KnifeCrimes.Org is an online Knife, Gun & Gang related information resource. A National Registered Charity that provides help and support to families and friends affected by Serious Violent Crime or Bereaved as a result of Murder or Manslaughter.

The organisation is involved in training, research, raising public awareness and increasing the understanding of organisations that are required to work closely with families bereaved by sudden death.

Working in partnership with other agencies to bring about enhanced rights for victims of crime particularly with the Criminal Justice System.

KnifeCrimes.Org

PO Box 10285

Colchester

CO1 9HQ

Tel: 01206 512445/07913 584260

Email: ann@KnifeCrimes.Org

Website: www.KnifeCrimes.Org

Samaritans

The Samaritans provide confidential, non-judgemental emotional support for people who are experiencing feelings of distress or despair, including those that could lead to suicide.

They offer their services by phone, email, letter and face to face in most of their branches 24 hours a day.

Write to: Chris
 PO Box 9090
 Stirling
 FK8 2SA.

Telephone number: **08457 90 90 90**

Text: **07725 90 90 90**

Minicom: **08457 90 91 92** (for the deaf or hard of hearing)

Email: jo@samaritans.org

Website: www.samaritans.org

Survivors of Bereavement by Suicide (SOBS)

Survivors of Bereavement by Suicide (SOBS) offers support to those bereaved by the suicide of a close relative or friend.

They aim to provide a safe, confidential environment where the bereaved can share their experiences and feelings.

Support is available through:

- A helpline
- Support group meetings around the country
- Support days
- Residential events.

Write to: Survivors of Bereavement by Suicide National Office

The Flamsteed Centre

Albert Street

Ilkeston

Derbyshire

DE7 5GU

Helpline: **0844 561 6855** (Open every day 9am to 9pm)

Minicom: Brenda :- **01925 826204** (deaf or hard of hearing)
(Brenda can also be emailed at: brendamyall5@aol.com)

Typetalk: **18002 – 01925 826204**

Office number: **0115 944 1117**

Email:

Office: sobs.admin@care4free.net

For a Welsh speaker:

robertjames180@hotmail.co.uk

For lesbian, gay, bisexual, transgendered questions:

suzziholden@yahoo.co.uk, or call **07773 382145**

Website: www.uk-sobs.org.uk

Notes