

BEREAVEMENT SUPPORT SERVICES FOR ADULTS AND CHILDREN AND YOUNG PEOPLE: CITYWIDE AND NATIONWIDE**CITYWIDE/LOCAL SUPPORT**

Provider	Service/Type of Support Offered	Current Support Available
Devon Area CRUSE Bereavement Care (Covering Plymouth, Exeter, Barnstaple, South Devon)	Free and confidential 1 to 1 support for bereaved people, friendship support groups	<p>https://www.cruse.org.uk/coronavirus/cruse-services Only offering telephone or online support at present (Provided by over 75 trained volunteers)</p> <p>Call the national helpline for one-off support on: FREEPHONE 0808 808 1677 (Lines open 9:30am to 5pm, Monday to Friday and 9:30am to 8pm, Tues, Wednesday and Thursday).</p> <p>There is also advice and information and booklets people can download on the Cruse website at: www.cruse.org.uk</p> <p>For anyone wanting to make a referral for ongoing telephone or email support, call the Devon Helpline which will be staffed for a couple of hours each day on: 0300 330 5466 or email: devon@cruse.org.uk . A referral form can be emailed out for you to complete and return via email or details can be taken over the phone. As of 24/03/2020, there is a waiting list for ongoing support of approximately 4 weeks.</p>
St Luke's Hospice T: 01752 964200 (Mon to Fri, 9am-5pm).	Provides end of life care and support to those from Plymouth, South West Devon and East Cornwall.	<p>St Luke's Hospice are co-ordinating support pre and post bereavement for people affected by Coronavirus in Plymouth and surrounding areas from 4th May 2020.</p> <p>The Compassionate Friends (who offer practical and emotional support) and Bereavement Support services offered by volunteers is usually open to those known to St Luke's but during the pandemic, it is open to all.</p> <p>To access support please call the St Luke's Single Point of Access (SPA) team.</p>
The Bereavement Counselling Service T: 01752 349769 E: enquiries@bcsplymouth.com	The Bereavement Counselling Service is a specialist service for those people who have had a traumatic bereavement or who are experiencing complex grief	Operating a restricted service to existing clients only via telephone/online Unable to accept any new referrals until face to face assessment scan be offered again. A listening service can be offered over the phone if needed (but not counselling) via staff who are working from home and will respond to messages.

https://www.bcsplymouth.co.uk/	(in Plymouth and the Western Locality). It is for over 18's only and referrals via GP's	Contact via: enquiries@bcsplymouth.com
Pete's Dragons T: 01395 277780 E: hq@petesdragons.org.uk	Charity providing bespoke support in Plymouth, Devon and Torbay for those bereaved by suicide. Offering a listening service, bereavement counselling etc.	At the moment, technology is being used to offer support. The phone line and email is operating as normal. They are providing daily hints and tips on social media re: looking after your mental health and wellbeing.
Jeremiah's Journey T: 01752 424348 E: (Emails can be sent via an online enquiry form on the website) https://jeremiahsjourney.org.uk/	Charity providing support for children, young people and their parents/carers who are facing or have experienced the death of someone close ,in Plymouth and surrounding areas.	All groups and individual/school support currently suspended and the charity is temporarily closed. However, they have a Covid-19 webpage that they are updating regularly with information, advice and guidance on where to get support including e.g: <ul style="list-style-type: none"> • Bereavement charities offering support • Understanding Coronavirus and support for mental health and grief • Charities and organisations offering practical and emotional support • Recommended bereavement books
The Mustard Tree T: 01752 430060 (Mon to Fri, 9:30am-4pm) www.plymouthhospitals.nhs.uk/mustard-tree	Macmillan Cancer Information Support Centre to support people with cancer, their carers and families.	The centre is closed but staff are available to give information, support and guidance over the telephone only at present. Telephone appointments are available on Tues, Weds and Thurs for benefits advice.
Church of England in Devon (Plymouth) Tel: 07474 003690	Church of England ministers across Plymouth offering a listening ear and emotional support for bereavement issues via the telephone/Skype/Zoom.	Support can be accessed by initially calling: 07474 003690 and to then be linked up with a minister.

<p>University Hospitals Plymouths NHS Trust Bereavement Team</p> <p>T: 01752 439492 or 01752 439743 (Mon to Fri, 9:15am-4:30pm excluding bank holidays)</p> <p>https://www.plymouthhospitals.nhs.uk/bereavement</p>	<p>Provides support and assistance to the individual needs of bereaved relatives and carers after the death of a person in the hospital.</p>	<p>Support given with completion of all necessary paperwork, how to register a death, find a funeral director etc. This support is available from the time of death and up until the next of kin decide they no longer need the support.</p>
<p>Knapman Family</p> <p>T: 01752 603552</p> <p>E: info@knapmanfamilyltd.co.uk</p>	<p>Independent Funeral directors who also offer bereavement support services</p>	<p>Knapman offer counselling support through their qualified counsellors who are registered with BACP (British Association of Counselling and Psychotherapy) and who have specialist training in complex grief, bereavement and trauma.</p> <p>Confidential counselling sessions last for up to one hour and at present this is offered over the telephone or Skype.</p> <p>This is open to all families and not just those Knapman have conducted funerals for. For those who have arranged a funeral through the, counselling is offered at a reduced rate of £25 per session for a maximum of 6 sessions. For those who have not arranged a funeral through them, a session costs £35.</p> <p>Counselling support can also be offered to individuals who are being affected by the virus in their current role e.g. NHS or funeral staff.</p>
<p>Livewell Southwest Emotional Support Service</p> <p>Accessed via Caring for Plymouth (T: 01752 668000)</p>	<p>The new Caring for Plymouth service is a partnership between Plymouth City Council, Livewell Southwest, Primary Care networks and many voluntary and community sector organisations. It supports those who most need it/those who may have no other support. It works with Plymouth Options and the Primary Care Mental Health Team.</p>	<p>The emotional support service is a listening service for anyone who has been affected by Coronavirus who cannot access this kind of support elsewhere. It is not an acute service and it aims to respond within 72 hours.</p> <p>The public can access the service via the Caring for Plymouth telephone number (01752 668000).</p> <p>Caring for Plymouth can also help with food shopping and delivery of medication for those who may be vulnerable and do not have any other sources of help.</p>

<p>Head Space</p> <p>Tel or text: 07890 257614 (7 days a week, 6-10pm) or email: headspace@colebrooksw.org</p> <p>Facebook: facebook.com/HeadspacePlymouth</p> <p>https://www.colebrooksw.org/head-space/</p>	<p>Head Space is an out of hours service for people who think they are approaching a mental health crisis.</p>	<p>There will be no face to face support at present but support will be available via the telephone only for anybody aged 18 and over. Bookings can be taken for calls or people can just call in. Bookings can be made via the facebook page, phone or email.</p>
<p>Crossline Christian service 01752 664243 crossline@tiscali.co.uk http://www.crossline-plymouth.co.uk</p>	<p>confidential listening line by trained listeners, from 9am until midnight; counselling service available too</p>	
<p>Churches Together in Plymouth http://www.ctip.org.uk/corona-virus/</p> <p>E: ctiplymouth@gmail.com</p>	<p>Organisation aiming to build networks for churches, themed groups, missions and ministries and provide a forum for church and ministry leads to share vision and ideas.</p>	<p>Will keep any useful information on the website (in the 'Noticeboard' section) and will also send out via e-news and leaders extras. <u>Some useful links:</u> https://churchofengland.org/more/media-centre/coronavirus-covid-19-guidance-churches https://www.baptist.org.uk/Articles/569038/Coronavirus_advice_for.aspx https://www.methodist.org.uk/about-us/coronavirus-guidance/</p>
<p>Devon MIND</p> <p>T: 01752 512280 (Mon to Thurs 9am-5pm and Fri 9am-4pm)</p> <p>E: admin@devonmind.com</p> <p>https://www.devonmind.com</p>	<p>Not a crisis service so cannot respond to an emergency situation. Provides information, mental health support and training and signposting to other services where appropriate.</p>	<p>All groups, courses and one-to-one appointments cancelled until further notice. Support being given by phone and email. 'Chatty 10' in place i.e. people can give them a call for a 10 minute chat if they are feeling isolated due to the lockdown.</p> <p>The Coronavirus Resources section of the website has lots of helpful information e.g:</p> <ul style="list-style-type: none"> • Supporting children and families • Wellbeing activity ideas for families • Apps on managing anxiety around the pandemic • The Story of the Oyster and The Butterfly: The Coronavirus and Me by A.M. Gomez. This is a book for young children to help explain the Coronavirus to them. It can be downloaded free at the following link:

		http://www.devonmind.com/wp-content/uploads/2020/04/Oyster-Butterful-Book.pdf
Kooth (Plymouth) https://www.kooth.com E: contact@xenzone.com	Free and confidential service providing emotional and mental health support, counselling, information and signposting to children and young people in Plymouth (12-18 yrs of age).	Staff are working remotely at present and the service is available every day. Counselling is available online and when a young person signs up, they can choose an avatar to help keep them safe and anonymous. There is also an online forum available where young people can talk to other young people.
Samaritans of Plymouth, East Cornwall and South West Devon Tel: 116123 (Free from any phone ,24 hours, every day) or: 0330 0945717 (Local call charges apply) E: jo@samaritans.org (response time 24 hours) https://www.samaritans.org	Emotional support for anyone of any age, going through distress. You can call anytime, night or day, to talk to someone about anything that is troubling you.	Support via email and text also available and there is a call back service. Currently, it may take a little longer than usual to answer the phone or emails but they are still there. There are also a variety of helpful resources available to read on the website: <ul style="list-style-type: none"> • If you're finding things tough • Looking after your mental health • Remote working • Social media • Coronavirus symptoms • If you're worried about someone else
Penhaligon's Friends https://www.penthaligonsfriends.org.uk/	Charity offering bereavement support, guidance and information to children young people and their families in Cornwall.	Still open and available but no face to face contact and support at present. Support is for those living in Cornwall (T: 01209 210624 and E: enquiries@penhaligonsfriends.org.uk). Some helpful advice available for anyone to download, on their website: <ul style="list-style-type: none"> • Supporting Bereaved Children During The Coronavirus Outbreak https://www.penthaligonsfriends.org.uk/wp-content/uploads/2020/04/Supporting-children-with-bereavement-during-COVID19-situation.pdf • Children's Guide to Coronavirus https://www.penthaligonsfriends.org.uk/wp-content/uploads/2020/04/cco-childrens-guide-to-coronavirus.pdf

<p>Rosie Crane Trust</p> <p>Tel: 01460 55120 (24/7 helpline)</p> <p>http://www.rosiecranetrust.org/contact.php</p>	<p>Charity supporting bereaved parents who have lost a son or daughter of any age.</p>	<p>The charity is based in Somerset but the telephone helpline is available to all bereaved parents no matter where they live. The helpline is staffed by trained volunteers who are bereaved parents themselves. People can call and talk about any aspect of bereavement, day or night.</p>
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NATIONWIDE SUPPORT

Provider	Service/Type of Support Offered	Current Support Available
<p>CRUSE Bereavement Care</p> <p>T: 0808 808 1677 (National Freephone Helpline, Mon and Fri 9:30am-5pm excluding bank holidays and Tues, Weds and Thurs 9:30am-8pm)</p> <p>E: helpline@cruse.org.uk</p> <p>https://www.cruse.org.uk</p>	<p>Cruse is a national charity that provides support, advice and information to adults, children and young people when someone close to them dies and also works to enhance society's care of bereaved people.</p>	<p>All support currently given via phone or email. For current Cruse clients, their volunteer or local service will be in touch re: continuing support. For those experiencing a bereavement due to Coronavirus, call the national helpline.</p> <p>Also, available on the website are a variety of resources to share how bereavement and grief may be affected by the pandemic, covering some of the different situations and emotions bereaved people may have to deal with. These resources cover the following:</p> <ul style="list-style-type: none"> • Changes to Cruse Services • Grieving and Isolation • Traumatic Bereavement • Funerals • Anger and Blame • Feeling Guilty • Feeling Your Bereavement is not a priority • Children and Young People • Coping with talk of death and dying • What to say to someone who is bereaved • Easy read factsheet versions of these resources • Useful links to other supporting charities and organisations <p>The above can be accessed at the following link: https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief</p>

<p>Hope Again: Young People Living After Loss</p> <p>T: 0808 8081677 (Freephone Helpline Mon to Fri 9:30am-5pm)</p> <p>E: hopeagain@cruse.org.uk https://www.hopeagain.org.uk/</p>	<p>This is the youth website, which is part of Cruse Bereavement Care. A safe place is provided for young people to learn from other young people how to cope with grief and feel less alone.</p>	<p>There are personal stories and a vlog pod where others stories can be viewed to find out how they coped and there is the option to contribute your own story.</p> <p>Young people can work through their grief in their own time, alongside a trained, experienced volunteer over a period of 6-8 weekly sessions.</p>
<p>The Bereavement Trust</p> <p>T: 0800 435455 (Freephone Helpline-If the line is engaged, can also try 0800 9177416)</p> <p>E: info@bereavement-trust.org.uk https://www.bereavement-trust.org.uk/</p>	<p>The trust was originally set up to support those affected by the Hillsborough and Kegworth air disasters.</p>	<p>Trained volunteers offer support and practical advice over the phone to the bereaved from 6pm to 10pm every evening.</p>
<p>The Compassionate Friends</p> <p>T:0345 1232304 (National helpline, every day 10am-4pm and 7pm-10pm)</p> <p>E: helpline@tcf.org.uk https://www.tcf.org.uk</p>	<p>National charity providing emotional support for bereaved parents, siblings, grandparents etc who have experienced the death of a child.</p>	<p>All face to face support/group meetings suspended and at the moment, such groups are being organised online.</p> <p>An online community forum is available-just register and then can talk online to other people who have gone through similar experiences (www.tcf.org.uk/forum)</p> <p>There is also a section on the website: Grieving During the Covid-19 Pandemic which outlines feelings people are likely to experience and some suggestions on how to cope.</p>
<p>Marie Curie</p> <p>T: 0800 090 2309 (Freephone Support line 7 days a week: Usually open Mon to Fri 8am-6pm, Sat & Sun 11am to 5pm and bank holidays 10am to 4pm but plans to extend to 10pm)</p>	<p>Provide care, support and information for people with a terminal illness.</p> <p>The free national listening support service line is for people who have been bereaved due to terminal illness. Callers can be matched</p>	<p>Webchat facility also available in addition to support phone line (accessed via the website).</p> <p>Also, lots of useful information available on the website e.g:</p> <ul style="list-style-type: none"> • Visiting someone who may die soon • Terminal illness and coronavirus • When someone dies • Other topics: emergencies and medication

<p>E: support@mariecurie.org.uk</p> <p>https://www.mariecurie.org.uk/</p>	<p>with a trained volunteer to have regular bereavement support sessions over the telephone (each session for up to 45 minutes).</p>	<p>Booklet service available e.g:</p> <ul style="list-style-type: none"> • Coping with bereavement • Supporting children and young people when someone dies
<p>Sue Ryder</p> <p>https://community.sueryder.org/</p>	<p>National charity who provide palliative, neurological and bereavement support.</p>	<p>Free online bereavement counselling service providing confidential support over videochat from trained bereavement counsellors (for UK residents over 18). An initial assessment session and up to 6 sessions offered via the phone/computer.</p> <p>Online community forum for those who have a loved one who is dying or has died. It is a place to share experiences, ask questions and chat to people who understand.</p> <p>Also, advice and resources on the website on how to give the best support to someone you know who has been bereaved as well as information on how to deal with your own grief e.g:</p> <ul style="list-style-type: none"> • Practical considerations when someone dies • Supporting someone who have been bereaved • Support if you have been bereaved yourself • Supporting a child through bereavement
<p>Macmillan</p> <p>T: 0818 8080000 (Free support line 7 days a week 8am-8pm)</p> <p>https://www.macmillan.org.uk/</p>	<p>National cancer charity providing emotional , physical and financial support to people living with cancer and advice on e.g. welfare rights, energy bills, finances,work and cancer, Macmillan grants etc.</p>	<p>The support line is getting more calls than usual at present and are doing their best to get back to people asap.</p> <p>Macmillan can be emailed via an online email enquiry form on the website and aim to reply within 2 working days.</p> <p>Chat online facility available 7 days a week , 8am-8pm</p> <p>Online community-A place to find emotional and peer support, accessible via:</p> <p>https://community.macmillan.org.uk/</p> <p>There is a specific section on the website about Coronavirus with lots of helpful information including e.g:</p> <ul style="list-style-type: none"> ▪ Coronavirus guidance for people with cancer ▪ Coronavirus guidance if you have recovered from cancer ▪ Cancer treatment and Coronavirus

		<ul style="list-style-type: none"> ▪ Shielding-Taking care of yourself at home ▪ Self-isolation advice during the Coronavirus outbreak ▪ Looking after your immune system ▪ Financial support and Coronavirus ▪ End Of Life Care and Coronavirus ▪ Coronavirus guidance for people worried they might have cancer
<p>Grief Encounter</p> <p>T: 0808 8020111 (Freephone Grietalk Helpline Mon to Fri 9am-9pm)</p> <p>E: griegtalk@griefencounter.org.uk</p> <p>www.griefencounter.org.uk</p>	<p>Bereavement support for children and families following the death of someone close. They also have a variety of resources for bereaved children and young people, families and professionals.</p>	<p>All face to face support currently suspended. Support available virtually via:</p> <ul style="list-style-type: none"> • Grietalk helpline (The trained and qualified team has been increased and they are there to listen every day) • 1 to 1 Chat Live session with a grietalk counsellor • Email • E-counselling service for young people (aged 14+ and adults who care for them). Initially, 6 counselling support sessions can be offered via Skype. For more information email: ecounselling@griefencounter.org.uk <p>There is a Coronavirus Service Update on the website: https://www.griefencounter.org.uk/serviceupdate/ from which the following information can be accessed:</p> <ul style="list-style-type: none"> • Coronavirus: Supporting Bereaved Children and Young People • Telling Children and Young People Someone Has Died From Coronavirus • How To Say Goodbye When Attending a Funeral Isn't Possible <p>The following can also be downloaded from the website:</p> <p>Teenager's Guide to getting on with life after death.</p> <p>https://www.griefencounter.org.uk/wp-content/uploads/2015/09/12583-Teenagers-Guide.pdf</p>

<p>The Loss Foundation</p> <p>T: 0300 2004112</p> <p>E: info@thelossfoundation.org</p> <p>https://thelossfoundation.org/</p>	<p>National charity providing free bereavement support after the loss of a loved one and also now offering specific Covid-19 loss support.</p> <p>It is not a 24 hour service.</p>	<p>All in-person support services are cancelled for the foreseeable future and all support groups are now available online. People can register to join the session.</p> <p>The telephone line is to support people who are feeling lonely in their grief and want someone to talk to.</p> <p>Supportive content is also being shared on their social media:</p> <ul style="list-style-type: none"> ▪ Twitter https://twitter.com/lossfoundation ▪ Facebook https://www.facebook.com/thelossfoundation/ ▪ Instagram https://www.instagram.com/thelossfoundation/
<p>Winston's Wish</p> <p>T: 0800 020021 (Freephone helpline Mon to Fri 9am-5pm)</p> <p>E: ask@winstonswish.org</p> <p>www.winstonswish.org.uk</p>	<p>National childhood bereavement charity offering a wide range of practical support and guidance to bereaved children, families and professionals.</p>	<p>All groups, drop-ins and training are suspended and all support currently offered remotely or digitally, including:</p> <ul style="list-style-type: none"> • Helpline for all who are caring for a child or young person who has been bereaved. This is being staffed remotely so if you leave a message on the voicemail with your 1st name and contact number, a practitioner will call you back from a withheld number as quickly as possible. • Email service is UK wide, offering support, information and advice • Online chat service (available Weds and Fri 12-4pm) • Crisis Messenger: Text WW to 85258. This is for bereaved young people experiencing a crisis and is available 24/7. Trained volunteers will have a text conversation, exploring with the young person how they are feeling, listening and responding supportively. • There is Coronavirus updates webpage on the website which being updated regularly and the following information can be accessed on there: <ul style="list-style-type: none"> ▪ How to say goodbye when a funeral isn't possible ▪ Talking to children about coronavirus ▪ Telling a child someone is seriously ill ▪ Telling a child that someone has died from coronavirus ▪ Ways to manage your anxiety about coronavirus ▪ Death through serious illness ▪ Managing grief in self-isolation ▪ How schools can support children

		<ul style="list-style-type: none"> • In the 'Get Support' section on the website, there is information on supporting bereaved children with special educational needs and disabilities after the death of a loved one. • There is a facility on the website to create an online memorial to a loved one. • There are also Winston's Wish facebook groups (Adults Bereaved as Children and Supporting Bereaved Children and Young People) which provide an opportunity to connect digitally and gain support from others.
<p>Child Bereavement UK</p> <p>T: 0800 0288840 (National Freephone helpline Mon to Fri 9am-5pm, except bank holidays)</p> <p>E: support@childbereavementuk.org</p> <p>https://www.childbereavementuk.org/</p>	<p>Support, information and guidance for children and young people (up to the age of 25), parents and families to rebuild their lives when a child grieves or a child dies.</p>	<p>Face to face and drop-in support services are currently suspended. Helpline still operating as normal.</p> <p>Coronavirus information section on the website:</p> <ul style="list-style-type: none"> • Coronavirus-Supporting children through difficult times • When you can't visit someone who is ill • Coronavirus-supporting pupils • Coronavirus-supporting bereaved children
<p>Childhood Bereavement Network</p> <p>http://www.childhoodbereavementnetwork.org.uk/</p>	<p>Support for professionals working with bereaved children and young people. There is a searchable directory of local childhood bereavement services and other helpful information.</p>	<p>There is a lot of useful information available on the website which anyone can access e.g:</p> <ul style="list-style-type: none"> • About Bereavement in Childhood (This explains the ways that children react to the death of someone close) <p>There is a Covid-19 section on the website which includes e.g:</p> <ul style="list-style-type: none"> • <u>For Parents and Carers:</u> <ul style="list-style-type: none"> ▪ Practicalities ▪ How you can help (support a bereaved child) ▪ Find help near you ▪ About bereavement ▪ Young People's stories ▪ What support is like • <u>Supporting Bereaved Children and Young People:</u>

		<ul style="list-style-type: none"> ▪ <u>Guide: Keeping in touch when you can't be with someone who is so ill that they might die.</u> <p>http://www.childhoodbereavementnetwork.org.uk/media/102504/keeping-in-touch.pdf</p>
<p>Jewish Bereavement Counselling Service</p> <p>T: 0208 9513881</p> <p>E: enquiries@jbc.org.uk</p>	<p>Charity offering counselling support to the Jewish community (including those with a close connection to a Jewish person e.g. partner) following bereavement.</p>	<p>Support currently offered by phone/zoom/skype/whatsapp for adults and children.</p> <p>Sessions are once a week for 50 minutes (number of sessions depends on individual situations).</p> <p>People using the service are asked to make a contribution towards the counselling but no-one is turned away for financial reasons.</p>
<p>Inspired Minds</p> <p>https://inspiredminds.org.uk/</p>	<p>A faith-based, mental health charity working predominantly with those from an Islamic faith but no-one is disregarded if they are from a different background. This is not an emergency service.</p>	<p>Counselling support is available via the phone (£20 per session after the 1st session) or Skype (£25 per session after the 1st session) for up to 6 sessions (50 minutes each). This support can be accessed via completing the online 'Get Help' form on the website.</p> <p>There is an online messaging service available (aim to respond within 7 working days).</p> <p>In the Coronavirus section of the website, the following information can be accessed:</p> <ul style="list-style-type: none"> • Articles to look after your mental health • Bereavement • Anxiety and Stress • Loneliness
<p>Muslim Bereavement Support Service</p> <p>T: 020 34687333</p> <p>E: info@mbss.org.uk</p> <p>http://mbss.org.uk/</p>	<p>National charity supporting bereaved women in the Muslim community. The helpline is staffed by female volunteers.</p>	<p>Bereavement support is available in multiple languages.</p>

<p>Muslim Youth Helpline</p> <p>T: 0800 8082088 (Freephone helpline available 7 days a week, 4-10pm)</p> <p>E: info@myh.org.uk</p> <p>https://www.myh.org.uk/</p>	<p>National charity providing emotional support at the point of crisis and signposting to the young Muslim community.</p>	<p>Support via phone, live chat or email.</p>
<p>The Sikh Helpline</p> <p>T: 07999 004363/ 0845 6440704 (Available 24/7)</p> <p>E: info@sikhhelpline.com</p> <p>https://www.sikhhelpline.com/</p>	<p>Charity acting as a point of contact for members of the community in dealing with a range of issues. The helpline is a listening service which is available to everyone.</p>	
<p>Bereavement Advice Centre</p> <p>T: 0800 6349494 (Freephone Mon to Fri 9am-5pm except bank holidays)</p> <p>https://www.bereavementadvice.org/</p>	<p>Free helpline and web-based information service provided by Co-op Legal Services.</p>	<p>Offers practical information, advice and signposting on a range of issues after the death of someone close e.g:</p> <ul style="list-style-type: none"> • What to do when someone dies • Money and tax issues • Registering a death and informing others • The funeral • Coping with grief and bereavement advice (Effects of grief, bereavement support, bereavement support for children, when a baby or child has died, how to help someone with bereavement, useful contacts)
<p>At A Loss</p> <p>https://www.ataloss.org/</p>	<p>National charity providing a one-stop bereavement support and signposting website. Aims to ensure that every bereaved person in the UK can find bereavement support when they need it.</p>	<p>Free online Griefchat service available Mon to Fri, 9am-9pm where people can chat to a trained bereavement counsellor.</p> <p>In the Find Support section of the website there is an area on Coronavirus Bereavement which includes the following:</p> <ul style="list-style-type: none"> • What to do if you are bereaved during the Coronavirus • How to help someone bereaved during the Coronavirus pandemic

		<ul style="list-style-type: none"> • UK funerals during the Coronavirus pandemic • What to do if you can't attend the funeral • How to build your own memorial • Helplines and useful contacts • Supporting children through the Coronavirus pandemic
<p>Papyrus</p> <p>T: 08000684141 (Hopeline Mon to Fri 9am-10pm, Weekends 2pm-10pm, Bank Holidays 2pm-10pm)</p> <p>E: pat@papyrus-uk.org</p> <p>https://papyrus-uk.org/</p>	<p>Confidential support and advice service for children and young people under the age of 35, experiencing thoughts of suicide and for anyone concerned that a young person could be thinking about suicide.</p>	<p>In addition to the Hopeline, there is a text messaging service: 07860 039967</p> <p>On the website, there is a variety of help and advice resources available to download e.g:</p> <ul style="list-style-type: none"> • Bereavement • Coping strategies • Distraction techniques • Anxiety • Being Yourself during change • Apps to support your wellbeing
<p>Survivors of Bereavement By Suicide</p> <p>T: 0300 1115065 (Helpline)</p> <p>E: email.support@uksobs.org</p> <p>https://uksobs.org/</p>	<p>Self-help voluntary organisation aiming to meet the needs and break down isolation of those bereaved by the suicide of a close relative or friend (For over 18's only).</p> <p>The helpline does not offer counselling but the opportunity to talk confidentially with trained volunteers, many of whom have been bereaved by suicide.</p>	<p>The helpline is open Mon to Fri 9am-9pm but this has been extended to include Saturday and Sunday cover during the pandemic.</p> <p>On the website, the following are available in the Publications section:</p> <ul style="list-style-type: none"> • Resources for supporting mental health in the Covid-19 pandemic • Support after a suicide <p>https://supportaftersuicide.org.uk/support-guides/help-is-at-hand/ (This is produced by the Department of Health for people bereaved by suicide and other sudden, traumatic deaths in England and Wales).</p>
<p>Support After Suicide</p> <p>https://supportaftersuicide.org.uk/</p>	<p>Website with details of organisations who offer support to people bereaved by suicide and information about relevant resources.</p> <p>The website is provided by the Suicide Support Partnership (an</p>	<p>Cannot offer emotional support on individual cases but there is an online email enquiry form and they aim to reply within 72 hours.</p> <p>Variety of useful sections on the website:</p> <ul style="list-style-type: none"> • Emotional Support (How you may be feeling, what might and might not help) • Helping someone else

	alliance of organisations with a focus on providing timely appropriate support to everyone bereaved or affected by suicide.	<ul style="list-style-type: none"> • Practical support • What to say (to someone who has been bereaved by suicide) • Your stories • Support Guides (downloadable)
If U Care, Share Foundation T: 0191 387 5661 (Mon to Fri 9am-5pm) https://www.ifucareshare.co.uk/	Support and information for people bereaved by suicide.	Listening and support available over the telephone. On the website, the following resources are available e.g: <ul style="list-style-type: none"> • The Road Ahead-Guide to dealing with the impact of suicide (written by people bereaved by suicide) • Finding the words • Guide to conversations
Staying Safe From Suicidal Thoughts http://www.stayingsafe.net/	National website offering compassion, kindness and easy ways to help people keep safer from suicidal thoughts, seek support and hope of recovery via videos from people with personal experience. Provides vital safety plan guidance	Individual support or advice cannot be provided but there are various helpful sections on the website e.g: <ul style="list-style-type: none"> • Information on making a Safety Plan • Advice for Supporting Someone Else • For Young People
Grassroots Suicide Prevention https://www.prevent-suicide.org.uk/	National charity in suicide prevention aiming to give people skills and confidence to save lives through training, innovation and thought-provoking campaigns.	Various helpful sections on the website e.g: <ul style="list-style-type: none"> • Worried about someone else (Top 5 suggestions to help) • Thinking about suicide (Find Help Now information) • Free downloadable Stay Alive app • List of suicide bereavement support organisations
Alliance of Hope https://allianceofhope.org/	U.S. based website providing online support for people coping with loss by suicide.	The community forum on the site offer the opportunity to connect with others, share stories and support 24/7. It is supervised by mental health professionals and moderated by trained loss survivors In the 'Find Support' section of the website, there is helpful information e.g: <ul style="list-style-type: none"> • Suggestions for the newly bereaved • The survivor experience

		There are also a variety of blog articles, a section on children and teens, bookstore and a memorial wall where people can create and share a memorial to a loved one.
<p>Shout for support in a crisis</p> <p>Text: 85258 E: info@giveusashout.org</p> <p>https:// www.giveusashout.org</p>	A 24/7 free crisis text service for anyone of any age in the UK.	Service is operating as usual. By texting: SHOUT to 85258, a texter will be put in touch with a trained crisis volunteer.
<p>Childline</p> <p>T: 0800 1111 (Freephone)</p> <p>https://www.childline.org.uk</p>	A free, private and confidential service for anyone under the age of 19 in the UK. Children and young people can talk to trained staff/volunteers about anything they are dealing with	There have been some changes to the way Childline works, due to the pandemic i.e: for now, children and young people can call the helpline between 9am and midnight each day. There are also the message boards on the site, where young people can post how they are feeling, ask questions and get support from other young people. There is also the 'Ask Sam' function where young people can write in with a problem and Sam will respond to a few letters each week (posting the replies on the website).
<p>Youth Minds</p> <p>https://youngminds.org.uk/</p> <p>T:08088025544 (Parent's Helpline, Mon to Fri, 9:30am-4pm)</p>	National website and crisis text line offering mental health support to children and young people.	Free 24/7 support across the UK via the crisis text line: Text YM to 85258. All texts are answered by trained volunteers.

<p>Mind</p> <p>T: 0300 1133393 (Infoline) Mon to Fri 9am-6pm</p> <p>Text: 86463</p> <p>E: info@mind.org.uk</p> <p>https://www.mind.org.uk/</p>	<p>Provides advice and support to empower anyone experiencing a mental health problem. Also campaign to improve services, raise awareness and promote understanding.</p>	<p>Information Hub on the website providing advice re looking after your mental health during the pandemic, including, for example, the following sections:</p> <ul style="list-style-type: none"> • Coronavirus and your wellbeing • Young People and Coronavirus • Supporting your teen's wellbeing during coronavirus • Bereavement and grief • Trauma • Managing stress
<p>WAY Widowed & Young</p> <p>https://www.widowedandyoung.org.uk/</p>	<p>UK charity offering a peer to peer emotional and practical support network for anyone who has lost a partner before their 51st birthday.</p>	<p>Lots of helpful information available in the 'Bereavement Support' section on the website including e.g:</p> <ul style="list-style-type: none"> • The first few weeks • Talking to children • The funeral • What to say (to someone recently bereaved) • Memorials • What to do with ashes • Bereavement Payments • Dealing with Paperwork • Coping with Grief and Loss: A Man's Perspective
<p>Way Up</p> <p>https://way-up.co.uk/</p>	<p>Online self-help group providing mutual emotional and practical advice and support to those who have been widowed primarily but not exclusively in their 50's and 60's.</p>	<p>The forum is a place to share support and care with others who have gone through similar experiences.</p> <p>There is an online email enquiry form which can be used for general queries about Way Up and they aim to respond within 72 hours.</p>
<p>The Good Grief Trust</p> <p>E: hello@thegoodgrieftrust.org (For General Enquiries)</p> <p>https://www.thegoodgrieftrust.org/need-know-info/coronavirus-bereavement-advice/</p>	<p>Charity to provide reassurance and support to the bereaved. Run by the bereaved for the bereaved.</p>	<p>In the Coronavirus bereavement advice section of the website, there are the following sections:</p> <ul style="list-style-type: none"> • Links (to other supporting organisations) • For newly bereaved • Support for children during the coronavirus crisis • Funerals

		<ul style="list-style-type: none"> • Grieving in isolation • Wellbeing • Looking after your mental health <p>A new online support service is provided: Virtual Good Grief Cafes which offer the bereaved the chance to meet and gain support from others who are grieving, in their own home, via Zoom. These run every Sunday at noon. To book a place, email: hello@thegoodgrieftrust.org</p>
<p>Sudden</p> <p>T: 0800 1216510</p> <p>E: suddenhelpline@brake.org.uk</p> <p>http://www.suddendeath.org</p>	<p>UK charity supporting people bereaved after a sudden death (including from Covid-19) and their carers.</p>	<p>Bereavement helpline operating on very limited hours (Mon to Weds, 10am-2pm)</p> <p>In the Covid-19 bereavement section on the website, is the following advice:</p> <ul style="list-style-type: none"> • Coping if you have been bereaved • If you are caring for a bereaved person • Memorialising when gatherings are restricted. <p>There is also a directory of bereavement support services across the world available on the website.</p>
<p>Irish Hospice Foundation</p> <p>https://hospicefoundation.ie/bereavement-2-2/covid19-care-and-inform/</p>	<p>A national charity dedicated to all matters relating to dying, death and bereavement in Ireland.</p>	<p>Even though this is a charity in Ireland, the foundation have developed a suite of materials which are available on their website to provide information, support and reassurance which may be useful e.g:</p> <ul style="list-style-type: none"> • Grieving in exceptional times • Acknowledging and coping with grief from a Covid-19 death • Helping children grieve during Covid-19 restrictions • Supporting teenagers to grieve under Covid-19 restrictions • Finding ways to help children and young people grieve • Planning a funeral in exceptional circumstances • Planning a funeral when your relative has died from Covid-19
<p>Much Loved</p> <p>https://www.muchloved.com/</p>	<p>An online tribute charity where people can create a free tribute in the online memorial garden to remember a loved one (and the opportunity to fundraise in their memory).</p>	<p>The 'So Much Left To Say' section on the website is a place where people can show messages of remembrance that they may have been unable to say to a loved one in person.</p> <p>There is a free 'Grief Chat' online facility where people can talk to a trained bereavement counsellor in the chat box (Available Mon to Fri, 9am-9pm and via an online email enquiry form outside of those times).</p>

<p>What's Your Grief?</p> <p>www.whatsyourgrief.com</p>	<p>U.S. based website set up by mental health professionals experienced in grief and bereavement.</p> <p>Promotes grief education, exploration and expression in practical and creative ways.</p>	<p>Variety of helpful information available on the website e.g:</p> <ul style="list-style-type: none"> • Grief alternatives for when you're stuck at home • What the newly bereaved should know • When you can't be with a dying family member • 10 ideas for funerals and memorials when you can't be together • 8 reasons your grief feels worse right now.
<p>Care For The Family</p> <p>T: 02920 810800 (Mon, 10am-5pm, Tues-Thurs, 9am-5pm and Fri, 9am-4:30pm)</p> <p>E: mail@cff.org.uk</p> <p>Facebook: https://www.facebook.com/careforthefamily</p> <p>https://www.careforthefamily.org.uk/</p>	<p>National charity aiming to promote strong family life and to help those facing family difficulties.</p>	<p>Still contactable by phone, social media or email.</p> <p>On the Bereavement Support section of the website , the following information can be accessed:</p> <ul style="list-style-type: none"> • Supporting Bereaved People (Including: Different types of bereavement, for those wanting to help, top tips for downloads, for church leaders and pastoral workers) • Bereaved Parent Support • Widowed Young Support.
<p>British Association of Counselling & Psychotherapy</p> <p>T: 01455 883300 (Customer Service Line , Mon to Fri, 10am-4pm)</p> <p>E: bacp@bacp.co.uk</p> <p>www.bacp.co.uk</p>	<p>Professional Association and accrediting body for counsellors</p>	<p>BACP does not provide emotional support but the website has a searchable directory of accredited counsellors and therapists.</p> <p>The customer service line is open for a reduced number of hours each day due to a reduced number of advisors.</p> <p>If you contact via email, they will try to respond as soon as possible</p>
<p>Farming Community Network</p> <p>T: 03000 111999 (Helpline, 365 days a year, 7am-11pm)</p> <p>www.fcn.org.uk/</p>	<p>Support for the farming community</p>	<p>The helpline takes calls on any issue, including bereavement and grief.</p>

OTHER HELPFUL RESOURCES:

FOR CHILDREN:

- **Coronavirus Explained for Children:** A short animation film for young children by the Belfast Health and Social Care Trust.
https://www.youtube.com/watch?v=WKS_WMwis9k
- **Coronavirus A book for children:** by Elizabeth Jenner, Kate Wilson & Nia Roberts and illustrated by Gruffalo illustrator, Axel Scheffler. It is a free digital book for primary school age children (5-9 years) to help explain the coronavirus and answer lots of questions in a child friendly way. It has expert input from Professor Graham Medley of the London School of Hygiene and Tropical Medicine, a child psychologist and two head teachers. The book can be downloaded at:
<https://nosycrowcoronavirus.s3-eu-west-1.amazonaws.com/Coronavirus-ABookForChildren.pdf>

FOR ADULTS:

- **NHS Information and Support on Grief After Bereavement and Loss:** This includes the following:
 - Symptoms and stages of bereavement or grief
 - Things you can try to help with bereavement, grief and loss
 - Further information and support.

The above can be accessed at the following link:

<https://www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/>

- **Supporting Yourself and Others. Coping with death and grief during the Covid-19 pandemic** by The British Psychological Society

The above can be accessed at the following link:

<https://www.careknowledge.com/media/47209/supporting-yourself-and-others.pdf>

- **BEREAVEMENT SUPPORT FOR PEOPLE LIVING WITH DEMENTIA.**

- **ALZHEIMER'S SOCIETY.**

The following guidance can be found on the website at: <https://www.alheimers.org.uk/get-support/help-dementia-care/grief-loss-and-bereavement>

1. Supporting a person with dementia during grief
2. Supporting a person with dementia during bereavement

The following information is also available on the website in the Coronavirus section at: <https://www.alheimers.org.uk/get-support/coronavirus-covid-19>

1. Information for people affected by dementia
2. Supporting a person with dementia at home
3. Activity ideas for people living with dementia
4. Support for a person with dementia living alone
5. Supporting a person with dementia from a distance
6. Supporting a person with dementia who falls ill
7. Supporting a person with dementia in hospital
8. Supporting a person with dementia in a care home
9. If a person with dementia in a care home falls ill
10. Frequently asked questions
11. Other useful organisations and information

There is the **Dementia Connect Support Line** where dementia advisors can provide advice and support: 03333 1503456. The helpline cannot offer personalised medical advice but can answer questions about all aspects of dementia, give advice and support for all associated challenges, including Coronavirus.

There is also **Talking Point** which is an online peer support forum, moderated by Alzheimer's Society staff, accessible via the website.

- **DEMENTIA UK**

Free Admiral Nurse Dementia Helpline: 0800 8886678 (Mon to Fri, 9am-9pm, Sat to Sun, 9am-5pm) for families caring for someone with dementia and for people living with dementia. It can provide advice and information on dementia-related issues and emotional and practical support to carers affected by Covid-19.

There is also an email address: contactus@dementiauk.org

Variety of helpful information leaflets to read/download from the website including bereavement and the following at:

<https://www.dementiauk.org/get-support/coronavirus-covid-19/>

Self isolation or quarantine

1. Coping without support groups or day centres
2. Missing friends and family
3. Care homes
4. If you care for someone with dementia that you do not live with

Living at home

1. What to do to look after yourselves mentally and physically
2. What to do if you're worried professional carers might not be able to come and help
3. What to do now weekly carer's groups are not running
4. How to explain the situation to someone with dementia
5. What can I do for my friend with dementia who lives alone?
6. Worries about catching the virus when getting supplies for my relative with dementia when I care for them full-time.

▪ **BEREAVEMENT, LOSS AND DEMENTIA: SUPPORTING PEOPLE WITH DEMENTIA AND THOSE CLOSE TO THEM THROUGH THE GRIEVING PROCESS: A**

free booklet produced by Cruse Bereavement Care in partnership with Alzheimer's Society Cymru which can be downloaded at the following link:

https://www.cruse.org.uk/sites/default/files/default_images/pdf/Areas/Waies/Dementia%20brochure%20English%282%29.pdf

It is for use by people living with dementia (independently or with support), their families and carers and professionals. It covers the following:

1. Bereavement and dementia
2. The affects of bereavement
3. Supporting someone following a bereavement
4. Good practice for communicating with someone with dementia experiencing loss and bereavement
5. The journey through loss and bereavement (a pictorial guide)
6. Bereavement and dementia-Communication tips for family and carers
7. Useful contacts and resources

- **BEREAVEMENT SUPPORT FOR PEOPLE WITH LEARNING DISABILITIES.**

- **MENCAP.**

There are a variety of guides available to download on their website at: <https://www.mencap.org.uk/advice-and-support/dealing-bereavement>

For Families and Carers:

1. When someone dies
2. A guide for carers
3. A support booklet

Easy Read Guides:

1. Going to a funeral
2. What can help you feel better when someone dies

There is also the Learning Disability Helpline: 0808 8081111 (Mon to Fri, 9am-3pm) and an online community forum which provides a safe, supportive place to meet others and get support.

- **BRITISH INSTITUTE OF LEARNING DISABILITIES.**

Loss, Bereavement and Death Factsheet (To help parents and carers to support a person with a learning disability to understand cope with loss, bereavement and death).

This can be downloaded at the following link:

https://www.thh.nhs.uk/documents/_PatientLeaflets/general/Bereavement-BILD.pdf

- **DOWN'S SYNDROME ASSOCIATION.**

Bereavement (A guide for parents and carers)

This can be downloaded free at the following link:

<https://www.downs-syndrome.org.uk/download-package/bereavement/>

- **DOWN'S SYNDROME SCOTLAND.**

1. Let's Talk About Death-A Booklet About Deaths and Funerals For Adults Who Have a Learning Disability.

This Easy Read booklet can be downloaded free at the following link:

<http://www.easyhealth.org.uk/sites/default/files/lets%20talk%20about%20death.pdf>

2. Coping With Loss

This Easy Read booklet can be downloaded free at the following link:

<http://www.easyhealth.org.uk/sites/default/files/coping%20with%20loss.pdf>

- **MARIE CURIE**

When Someone Dies, Feelings You Might Have

This Easy Read booklet for people with learning disabilities is free to download at the following link:

<https://www.mariecurie.org.uk/globalassets/media/documents/how-we-can-help/feelings-you-might-have-when-someone-dies-2019-easyread.pdf>

- **BEYOND WORDS.**

UK registered charity that produces books containing just pictures so they are clear and easy to understand for people who find pictures easier than words. The following digital books are available to download free from their website at: <https://booksbeyondwords.co.uk/downloads-shop/>

1. Bereavement Mini set of Books including: When Somebody Dies, When Mum Died, When Dad Died, Am I Going To die?
2. When someone dies from coronavirus: a guide for families and carers
3. Jack plans ahead for coronavirus: a guide for families and carers
4. Beating the virus
5. Good days and bad days during lockdown

- **WE'RE LIVING WELL BUT DYING MATTERS:**

This is a film about including people with learning disabilities in discussions around death, dying and bereavement to help them feel comfortable talking about these issues. It can be accessed at the following link:

<https://www.dyingmatters.org/page/were-living-well-dying-matters>

- **PALLIATIVE CARE FOR PEOPLE WITH LEARNING DISABILITIES NETWORK (PCPLD):**

<https://www.pcpld.org/links-and-resources/>

Charity to bring together service providers, people with learning disabilities and carers, working for the benefit of individuals with learning disabilities who have palliative care needs. There is a list of lots of helpful resources on the website in the Loss, Grief and Mourning section e.g:

1. When Someone You Know Has Died, People With Learning Disabilities Supporting Each Other. This is an easy-read booklet which can be downloaded at the following link:
<https://aldhc.keele.ac.uk/repos/Endoflifehealthcare/when%2someone%20you%know%20has%20died%20-%20people%20with%20Learning%20disabilities%20supporting%20each%20other%20for%20web.pdf>
2. Grief and Loss. This is an easy-read booklet by NSW Health which can be accessed at the following link:
<https://www.health.nsw.gov.au/disability/Publications/being-a-healthy-woman-83-87.pdf>
3. Helping People With Intellectual Disabilities Cope With Loss (by the Vanderbilt Kennedy Center). This is tips for carers and is accessible at the following link:
<https://vkc.mc.vanderbilt.edu/assets/files/tipsheets/copinglosstips.pdf>
4. Resources from Connectability Canada to support people with learning disabilities who are grieving e.g: creating a book of memories, anniversary day plan etc. This is accessible at the following link:
<https://connectability.ca/2015/03/09/grief-and-bereavement-2/>

- **BEREAVEMENT SUPPORT FOR PEOPLE WITH AUTISM.**

- **NATIONAL AUTISTIC SOCIETY.**

In the Bereavement section on the website, there is advice on how to support an adult or child with autism, to cope with a death which can be accessed at the following link:

<https://www.autism.org.uk/about/family-life/bereavement.aspx>

In the Resource section of the Coronavirus part of the website, the following can be accessed: information about coronavirus, tips for autistic people and families, resources for autistic people and families, coronavirus: your stories, how we can help, how the National Autistic Society can help.

There is a searchable directory of autism-experienced counsellors, an online discussion forum to share experiences and advice with others and the Autism Helpline: 0808 8004104 (Mon to Thurs, 10am-4pm and Fri, 9am-3pm).

- **CHILD BEREAVEMENT UK.**

Supporting Bereaved Children and Young People With Autism Spectrum Difficulties (ASD) by K.Koehler .

This information can be accessed at the following link:

<https://childbereavementuk.org/for-families/info-sheets/>

GUIDANCE/SUPPORT RE: FUNERALS

1. Public Health England –Guidance for the Care of the Deceased With Suspected or Confirmed Coronavirus (COVID-19) Published: 31 March 2020.

This document includes guidance on funeral services:

- The number of mourners should be restricted so that a safe distance of at least 2 metres can be maintained between individuals.
- Only the following should attend: members of the person’s household, close family members or if neither apply, a modest number of friends).
- Social distancing guidance should be observed by individuals attending the service and when they are travelling to and from it.
- Individuals who have symptoms of coronavirus (Covid-19) or who are part of a household where someone has symptoms or who are vulnerable to severe infection, should not participate in rituals or religious gatherings.
- Mourners should not take part in rituals or practices that ring them into close contact with the body of the deceased. Contact with the body should be restricted to those who are wearing PPE and have been trained in the appropriate use of PPE.

2. Plymouth City Council Funerals and Cremations

<https://www.plymouth.gov.uk/birthsmarriagesanddeaths/coronaviruscovid19informationbirthsdeathsandmarriages>

Funeral and cremation services are continuing to run at Efford and Weston Mill cemetery and crematorium but the office is now closed for general public enquiries and access to the Book of Remembrance Room is limited to one person at a time.

Due to the Coronavirus, we are following the latest advice and sadly have to limit the maximum number of people able to attend services to 10 people and priority family members should be:

- Spouse/partner
- Parents/carers
- Brothers/sisters
- Children (and partners)

As our services are now restricted to a maximum of 10 attendees, we are currently offering free webcasting for every funeral which you will also be able to Download.

Services are now reduced to 30 minutes and we have removed all hymn books from our chapels. We ask that physical distancing of two metres when in the chapel is observed.

For enquiries about a burial or cremation, please email: cemeteries@plymouth.gov.uk or Tel: 01752 306104 or 01752 304837

Registering a death can only be done over the telephone at present until further notice but please do not call-The service will be provided with next of kin details and a medical certificate of the cause of death by the doctor/hospital involved and will call you.

3. Tell Us Once Service

This service allows you to report a death to most government organisations in one go and for Plymouth, this can be accessed at the following link:

<https://www.plymouth.gov.uk/birthsmarriagesanddeaths/deaths/tellusonce>

However, due to only conducting death registrations over the phone until further notice, we can only offer the capture only service of Tell Us Once. We will then send the details to you so you can complete the full service yourself online or over the phone.

4. Guidance: Information for the Bereaved Coronavirus (COVID-19) Published 23rd April 2020 by the Cabinet Office

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/880807/Bereavement-Leaflet-digital.pdf

This covers what to expect:

- Immediately following the death of a loved one
- Registering the death
- Financial Support
- Bereavement Support

5. Good Funeral Guide

A UK not-for-profit, independent information funeral advice resource. They have a variety of guides that can be downloaded and a blog section which is regularly updated.

www.goodfuneralguide.co.uk

6. PAYING FOR A FUNERAL/HELP WITH FUNERAL COSTS:

You may be able to get help from:

- A private or personal pension scheme the deceased had that pays a lump sum to help with funeral costs.
- A trade union, professional body or a provident club which pays a benefit when a member dies
- A life insurance policy taken out by the deceased which pays a lump sum if someone dies before a certain age
- A funeral payment if you're on a low income

• Government and the Department for Work and Pensions Help With Funeral Costs

- **Social Fund Funeral Expenses Payment:** Helps to pay for the cost of a funeral if you or your partner fit certain criteria and are receiving certain benefits. It doesn't cover the full cost and how much you receive depends on your circumstances (and not those of the person who has died). The payments are grants and do not need to be paid back. Apply by either calling the DWP Bereavement Service Helpline (Tel: 0800 7310469) or complete the funeral expenses claim form at:

<https://www.gov.uk/government/publications/funeral-payment-claim-form>

- **Bereavement Support Payment:** Available to people who have lost a spouse or civil partner (if they are under state pension age). The amount varies according to whether the surviving partner has dependant children or not. It could be used to cover funeral costs.

<https://www.gov.uk/bereavement-support-payment>

- **Children's Funeral Fund:** If you live in England, Scotland or Wales, your local authority will not charge you fees for a standard burial or cremation of a child under the age of 18. However, the fund does not cover other funeral costs.

<https://www.gov.uk/child-funeral-costs>

- **War Pension:** If your loved one was receiving a War Disablement Pension or died as a result of serving in HM Forces, you may be able to apply to Veteran's UK for help covering the cost of a funeral:

<https://www.gov.uk/government/organisations/veterans-uk>

- **Budgeting Loans:** An interest free loan available to people in England and Wales who have been on Pension Credits, Income Support, Income-based Jobseeker's Allowance or Income-Related Employment and Support Allowance for a minimum of 12 weeks. It can be used to cover funeral costs and must be repaid within 104 weeks.

Apply online at:

<https://www.gov.uk/budgeting-help-benefits>

- **Public Health Funeral:** If there isn't enough money in the deceased's estate to pay for the funeral, next of kin cannot be located or are unable to arrange to cover costs and you are not eligible for other support, the council has a duty to arrange a simple, respectful public health funeral. It is usually a short, simple cremation service which does not include flowers, viewings, transport for family members or obituaries. The time, date and funeral director will be chosen by the council.
Please call: 01752 304147 or email: publicprotection@plymouth.gov.uk for more information.

If the death occurred in hospital, the Plymouth Hospitals Trust will arrange the funeral (Tel: 01752 202082)

A funeral director that is a member of one of the following will be able to give you a price list on request and won't exceed any written estimate without your permission:

- **Society of Allied and Independent Funeral Directors** (As part of their code of practice, all members are required to offer a low cost, 'simple funeral' alternative for families. Your funeral director may be able to spread the cost over several months.

<http://saif.org.uk/members-search/>

- **National Association of Funeral Directors**

<https://nafd.org.uk/funeral-advice/find-a-member/>

There is also lots of useful information and guidance on funeral related questions on their website e.g:

- Why aren't funerals banned to avoid any risk of infection?
- Why are there so many restrictions on how many people can attend?
- Is there a difference between funerals for those who pass away with Covid-19 as opposed to other causes?
- How long will the delay be between death and the funeral?
- Can we still choose between burial and cremation?
- Are funeral times and days changing?
- How many people can attend a funeral?
- How do I arrange a funeral if I am self-isolating?

- Can I visit the person that has died in the chapel of rest?
- What will happen during the service?
- What should I do if I can't afford the cost of a funeral?

- **OTHER SOURCES OF HELP WITH FUNERAL COSTS/SUPPORT FOR THE BEREAVED:**

- **Down to Earth (Quaker Social Action)**

Practical support (run by Quaker Social Action) for people struggling with funeral costs and guidance on organising a funeral during the pandemic.

T: 020 8983 5055 (UK Funeral Costs Advice Line)

E: downtoearth@qsa.org.uk

<https://quakersocialaction.org.uk/we-can-help/helping-funerals/down-earth/>

Also, information available on the website about:

- Coronavirus: organising a meaningful funeral (including when people are not able to attend)
- Raising money towards funeral costs
- Reducing funeral costs
- **CHARITIES:** Some work-related charities and organisations (related to your own work history and to past employment of the deceased) offer grants. In some cases, it may also be possible for your partner or other close family members of the deceased who are helping with the funeral bill to make applications based on their work history. Also, there are some non-work related charities who offer financial support depending on individual characteristics.

To find out what help you might be able to receive from grant giving charities, you can use the Turn2Us Grants Search Tool at:

<https://www.turn2us.org.uk>

- **Northcott Devon Foundation:** Provide one-off grants for people living in Devon who are in need and have been bereaved, have an illness, disability, injury or are in exceptionally disadvantaged circumstances. Applicants must check that local funding is not able to provide them with what they need before applying for the grant. Applications must be made through a sponsor e.g. a doctor/social worker/Citizen's Advice Bureau, head teacher, priest etc. Application forms can be downloaded from the foundation's website:

<https://northcottdevonfoundation.com/>

E: emmap893@btconnect.com and T: 01395 269204

- **Child Funeral Charity:** Staff working remotely during the pandemic and are still answering calls and emails (Tel: 01480 276088, Mon to Fri, 9am-5pm and E: enquiries@childfuneralcharity.org.uk). Referrals taken from professionals who have knowledge of the bereaved family and their circumstances e.g. GP, funeral director, celebrant, hospital bereavement officer etc. They are unable to help families who will receive help through the Government's Funeral Expenses Payment.
- **React:** A charity that helps families caring for a child with an illness which is life-threatening or has potential to shorten their lifespan. They aim to provide assistance in situations where none is available elsewhere and will consider requests for funeral and memorial expenses. Applications can be made via email: react@reactcharity.org or Tel: 0208 9402575
- **There For You (Unison Welfare):** Unison's charity provides support to members and their dependants who are struggling generally due to unforeseen changes of circumstances which include bereavement. To access support email: thereforyou@unison.co.uk or Tel: 027121 5620
- **SSAFA-The Armed Forces Charity:** Provides support for those going through bereavement and can help with securing financial assistance alongside other practical help.
Tel: Forcesline 0800 7314880 (Mon to Fri, 9am-5:30pm)
- **ABF-The Soldier's Charity:** The British Army's national charity which can offer grants to cover unexpected or difficult expenses that can't be met any other way. For bereaved families, this could include help to cover the cost of a needed holiday break after a bereavement (They are unable to provide money for memorials or headstones). Contact the South West Regional Office (based in Exeter) via email: southwest@soldierscharity.org or tel: 01392 496412. However, during the pandemic, they advise to not contact them directly in the first instance but for the quickest assistance, to contact your unit welfare officer/personnel recovery officer/resettlement officer or army welfare service instead (if you are serving or are the dependent of a serving soldier). If you are a veteran/dependent of a veteran/widow or widower, contact your local SSAFA or Royal British Legion office.
- **The RAF Benevolent Fund:** Support for serving members, veterans and their dependents. Families facing financial difficulties after a bereavement can apply for support to help with essential living costs or costs associated with the bereavement (If the family are not eligible to receive a funeral payment from the DWP or the payment doesn't cover the full cost, they can help to cover the costs of a basic funeral). They can support and advocate to help people access the state benefits available when someone dies. The helpline number is: 0300 1021919 and email: mail@rafbf.org.uk . The Fund also provides a listening and counselling service for low-level emotional support which is accessible at tel: 0300 2225703 (9am-5pm).
- **The Royal Naval Benevolent Trust:** Provides financial support and assistance to Royal Naval and Royal Marines personnel and their families in times of need. Grants are given in circumstances that include necessity or distress (this includes funeral expenses).
Tel: 02392 690112. If serving, contact local RN or RM welfare first or the local SSAFA or TRBL branch who will arrange for a caseworker to complete

an application form with you. Also, Coronavirus crisis and urgent cases for support (Those who are unable to feed/clothe themselves or could be made homeless unless immediate support is given) can call: 07951 736919 or 07399016949 Mon to Fri, 8am to 4pm or email: rnbt@rnbt.org.uk

- **Royal British Legion:** Can help those who are part of the Armed Forces community by providing grants to help through a temporary crisis (A needs and financial assessment is carried out to check on your eligibility). The grants don't provide cash but can provide essentials for you and your family and individual circumstances are carefully considered.
Tel: Freephone 0808 8028080 (8am-8pm every day) or Email: info@britishlegion.org.uk

https://support.britishlegion.org.uk/app/answers/detail/a_id/391/~financial-help-for-funerals

- **The Junius S. Morgan Benevolent Fund:** Helps registered nurses, healthcare assistants and midwives (working or retired) who have practised in the UK for a minimum of 5 years. The fund provides financial assistance of up to £1,000 to people who get into hardship due to various circumstances, including the death of the family's primary wage earner (But they are unable to help with funeral costs). Applications can be made via email: grantadmin@juniusmorgan.org.uk
- **For You By You (The Civil Servants Charity):** Can provide financial support (will consider funeral expenses). An application form can be accessed on their website at: <https://foryoubyyou.org.uk/> Tel: 0800056 2424 (Mon to Fri, 9am-4pm but please only call if essential). Also a Bereavement section on the website with lots of helpful information and resources.
- **The Electrical Industries Charity:** Supports families of people who work or have worked in jobs connected with the electrical, electronic and energy industries, whether in retail, manufacturing or the wider industry. They offer financial assistance and grants for people in difficult circumstances through e.g. bereavement (in some cases, they offer grants to help with funeral costs). They also offer counselling services via the telephone/skype. Tel: Freephone 0800 6521618 or Email: contact@electricalcharity.org
- **The Timber Trades Benevolent Society:** Provides grants (including occasionally, funeral grants) for people who have worked in the timber trade in the UK for at least 10 years (or 5, in extreme cases) as employees of companies involved in trading/distribution of wood based products and who are on low incomes/have little or no savings. People can apply directly or through a third party such as Citizen's Advice Bureau via email: info@ttbs.org.uk
- **The Transport Benevolent Fund:** Supports public transport workers and their families. If a member dies in unexpected circumstances, the fund may pay a grant to the bereaved partner, parent of a dependent child or to a child who was dependent on their single parent. If a bereavement has led to short term hardship, the fund may help with cash grants to pay pressing household bills. It also provides grants of up to £250 a year to help towards the cost of a range of therapies such as counselling.
During the pandemic, contactable by email only: help@tbf.org.uk

- **The Retail Trust:** Supports people who work in customer facing environments e.g. shops, online stores, distribution centres, call centres, banks and property agencies. They offer grants to help alleviate financial pressures that often affect people's emotional wellbeing e.g. funeral expenses. Applications can be made via an online form accessible at: <https://www.retailtrust.org.uk> . They also offer a free helpline (0808 8010808, accessible 24/7 and email: helpline@retailtrust.org.uk) and up to 6 personal bereavement counselling sessions are possible over the phone.
 - **Grocery Aid:** Supports anyone working in/who have worked in the grocery industry. There is a Freephone helpline (Tel: 08088 021122, accessible 24/7 and email: welfare@groceryaid.org.uk). The helpline is for anyone struggling with emotional/personal/financial issues and there is also a telephone-based befriending service for people finding it hard to cope or feeling isolated after a bereavement.
 - **The Drinks Trust:** Charity supporting anyone who works in the alcoholic drinks industry (manufacturing, distribution and marketing, pubs, off licences). They can offer practical, emotional and financial support to families whose loved one has died and in exceptional circumstances may also provide financial grants to help cover funeral costs. Tel: helpline (0800 9154610) for urgent support or email: support@drinkstrust.org.uk
 - **The Royal Agricultural Benevolent Institution:** Provide financial support to many farming families every year, including grants to help people of all ages cope in an immediate crisis, like bereavement. Tel: Freephone 0808 2819490 or email: help@rabi.org.uk
<https://rabi.org.uk/>
 - **The Fishermen's Mission:** Supports fishermen and their families (active or retired). Can provide emotional support after a bereavement and help with negotiating practical issues/paperwork after a death. They can also give financial assistance for rent, food, utility bills, school dinners or uniforms.
Contact Brixham and Plymouth branch Tel: 01803 859123 or email: BrixhamCentre@fishermensmission.org.uk
 - **Friends of The Elderly:** Grants for older people. Temporarily closed to new applications but will reopen on 1st of June 2020. Applications must be made through a referring agent e.g. local health or social care team, Citizen's Advice or other charities and community groups.
Tel: 0330 3321110 to check if you are eligible.
- **CROWDFUNDING:** Online donations from family, friends (and even strangers who want to help) can help to reduce funeral costs. Crowdfunding involves creating an online page where people can donate to a particular cause. This can be set up on any of the following sites:
 - Crowdfunder
<https://www.crowdfunder.co.uk/start-crowdfunding>
 - GoFundMe
<https://uk.gofundme.com/start/funeral-fundraising>
 - GoGetFunding

<https://gogetfunding.com/category/funerals-tributes/>

- JustGiving
<https://www.justgiving.com/crowdfunding/categories/in-memory/funerals>

- **REPAYMENT PLANS AND LOANS:**

- Credit Unions can sometimes offer lower interest rates e.g. City of Plymouth Credit Union Ltd
<https://cpcu.co.uk/>
- There are a lot of companies offering loans specifically for funeral costs and if you internet search 'funeral finance' this will bring up options eg:
Funeral Safe: Provides simple and accessible finance for covering funeral costs. Regulated by the Financial Conduct Authority and governed by an independent supervisory board, they only lend to people who can afford to repay their loan without putting themselves in any financial difficulty. Tel: 01394 617595 or complete the online email enquiry form. You can apply when arranging a funeral with your funeral director by asking them for finance options and they will organise the application for you.