



Grief support for children and young people in Swindon & Wiltshire

Registered charity 1159719

One-to-One Bereavement Support – Information

What is one-to-one support with Wiltshire Treehouse?

One-to-one support is individual help for a bereaved child. It means that a child or young person meets with one of our trained team on a regular basis. It is an opportunity to express the difficult thoughts and feelings related to the death of someone special, and it can help individuals to process their experience and cope with their grief.

It isn't just talking - we will tailor the support to the child's needs and interests, and we may use art, crafts, stories and games.

Sessions can be held:

- at our base at Westlea Primary School, Swindon (SN5 7BT)
- in schools, colleges or other educational settings in Swindon or Chippenham
- in schools, colleges or other educational settings outside of Swindon or Chippenham but within 8 miles of our base (SN5 7BT)
- or by video call.

All venues and day/time slots are subject to availability.

Sessions are around 50 minutes long. Each session costs £42.50. This is the cost for 1 child.

We can offer this service to bereaved children and young people aged 6–18 years old (up to 25 years old with special educational needs and disabilities).

Please note: We offer a safe environment where children and young people can work one-to-one with an adult who is trained and experienced in supporting children with their grief.

However, please be aware this is not counselling (Wiltshire Treehouse are not a counselling service).

If, at any time, we feel that we are not the right service for the child we will discuss this with the child and parent/carer. We will then signpost to other services who can help.

How much does it cost?

Firstly, we offer a free assessment session where we would assess whether our one-to-one support is right for your child. At this first meeting we may also offer initial advice that might be helpful.

After this, each one-to-one session will cost a flat rate fee of £42.50. This cost is for 1 child. If you would like us to support more than 1 child please ask us about costs.



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Wiltshire Treehouse is a charity, and all proceeds made through fees are used to support the running of the charity.

What is the minimum commitment?

We ask that you commit to a minimum of 6 sessions. This allows the relationship between your child and their one-to-one adult to be built.

How many sessions are offered?

We can offer your child 6 sessions, but this can be extended by mutual agreement to 8 if it is in the best interests of your child.

How will I pay for my sessions?

Each payment must be made via bank transfer at least 48 hours in advance of the next session.

Is this service always available?

We reserve the right to decline requests for one-to-one support where we feel we are not the right service for the child. This is because the child's safety and wellbeing are of paramount importance to us. In these instances we will discuss our reasons with you and we will give you information about other organisations who can help.

In exceptional circumstances we may have to temporarily close our service to new sign-ups. For example, if we are fully booked.

How long is the wait?

This will depend on whether we have a waiting list at the time. Please ask and we will let you know whether there will be a wait to get started.

Can I still use other Wiltshire Treehouse services?

Signing up to one-to-one support does not affect your right to receive free advice and group-based support from us.

To request one-to-one support, or to ask questions, please contact servicedirector@wiltshiretreehouse.org.uk or talk to your allocated worker if you have one.

Our one-to-one service is run to the same high standard as our other services. For details about our policies and procedures please visit our website.