Bereavement Support Agreement

- Grief support for children and young people in Swindon & Wiltshire –

At Wiltshire Treehouse, we believe every child and young person should have access to support during their grieving process. We enable those in our local communities to improve the coping strategies, skills and confidence needed to better manage daily life.

The following terms of service set out how we will work together, what you can expect from us and what we ask of you.

What we offer and who we support

Our bereavement support is for children and young people who live (or attend an educational setting) in Swindon or Wiltshire. As well as offering direct support to children and young people we also offer advice and guidance to the adults looking after them (this includes family and professionals).

We offer free, confidential bereavement support by telephone, email, and video call. We also offer face-to-face support for children and young people aged 5-18 years old in some locations.

Making contact with you

After you have submitted a referral form for your child we will contact you to offer advice and to discuss the support we can offer. If we are not the right service to help you we will let you know about other places you may find support.

If we are unable to reach you after 3 attempts we will send you a letter to say we have closed your file, but that you can still contact us if you need our support. Our attempts to contact you may include phone, email or letter.

Appointments, support sessions & programmes

If any appointments, support sessions or programmes are offered these will be confirmed either by email or text.

We recognise that grief can be overwhelming, and life can feel quite chaotic, however if you can't attend we would ask that you let us know with a minimum of 48 hours' notice where possible.

If you do not attend, or if you cancel, 2 or more appointments/sessions we reserve the right to contact you to conclude our work with you. This allows us to allocate time to other bereaved individuals waiting for support.

Where a programme is offered, a place will be given on the next available programme. Unfortunately, whilst we will do our best to accommodate any changing needs, we are unable to guarantee a space on a later programme if the 1st space offered cannot be taken up. This is due to demand for spaces.

When a programme has been attended, it is our policy that the same programme will not be offered again within a two year period*. If further support is needed we will help you to find other organisations who can provide support. You can continue to access any other types of programmes we run, to receive invites to our ad-hoc bereavement events and continue to receive advice from us.
** We reserve the right to amend this timeframe in exceptional circumstances, and this will be considered on a case-by-case basis.*

All the support you will be offered will be undertaken in a safe and secure, private location where conversations will be confidential and free from interruption and/or distractions.

Wiltshire Treehouse reserves the right to terminate sessions or to ask individuals to leave a session if we believe that an individual is under the influence of alcohol or other substances, or if an individual engages in inappropriate behaviour.

How we store information

All notes of our support with you will be stored on a confidential database, as per our Data Protection policy.

Confidentiality & safeguarding

Our bereavement support is based on a confidential relationship in which you can discuss your personal issues, however there are limits to this confidentiality:

a. If Wiltshire Treehouse judges serious harm may occur either to the individual or another person then we will discuss this with our safeguarding staff who may share the information elsewhere.

b. If there is any potential act of criminal activity such as terrorism, breach of national security, money laundering, drug/human trafficking or child protection issue then Wiltshire Treehouse will manage this information in a manner to meet our professional, legal, organisational and statutory obligations.

Crisis support

Please be aware that Wiltshire Treehouse does not offer a crisis service.

In a crisis situation please do not leave messages for staff that require urgent attention, as they may not be picked up for a period of time.

In a crisis situation please contact:

- Your GP
- Samaritans - Phone: 116 123 / Email: jo@samaritans.org / Web: https://www.samaritans.org/
- ChildLine - Phone: 0800 1111 / Web: https://www.childline.org.uk/
- SHOUT - Text: 85258 / Web: https://giveusashout.org/get-help/
- Calm - Phone: 0800 58 58 58 / Web: https://www.thecalmzone.net/
- If someone is in immediate danger call 999.

Feedback and complaints

At intervals we will ask for your feedback to evaluate our services; your comments are very important to the service to ensure its continuous improvement.

If any issues arise that leave you dissatisfied with Wiltshire Treehouse's bereavement support, please do let us know and we will endeavour to resolve this with the staff offering you support in the first instance. However, if the issue is still not resolved and you remain dissatisfied, you can use our formal complaints procedure which can be found on our website. For a copy, or to make a complaint, please contact:

- Any Wiltshire Treehouse staff member
- Email: admin@wiltshiretreehouse.org.uk
- Telephone: 01793 987105 (admin team)
- By letter to Kath Brownlee, Service Director, Wiltshire Treehouse, George & Anne Tweed Room, Langstone Way, Westlea, Swindon, SN5 7BT