

### **Appendix 3. - Bereavement Support Local and National contacts**

Some services may not be operating normally due to the current situation. Please contact them for information directly.

**AtaLoss.org** | AtaLoss.org is a charitable movement of people across the UK who are passionate about enabling the bereaved to receive the support that they need. They have a searchable directory of services and a helpline **W.** [www.ataloss.org/](http://www.ataloss.org/) - Live chat facility and helpline provided through Griefftalk 0808 802 0111

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**Age UK Norfolk** offer individual bereavement advocacy for those 50 or over with no other family/friend support to help. this may include preparing for a funeral for supporting with the initial first steps. **Available:** service is designed for the initial aftermath of being bereaved to help with planning what needs to happen next, usually would be involved before a funeral was to take place. The case would then be reviewed to see if any of their other services are appropriate. It is not a long-term ongoing support service Only available to 50s or over with no family/friend or social support. Trained staff/volunteers **Cost:** Free. **Referral:** Self referral, through word of mouth or publicity Direct referral through health/social care services or care home. **Location:** Norfolk-wide by telephone. **Contact:** T. 0300 500 1217 E. [advice@ageuknorfolk.org.uk](mailto:advice@ageuknorfolk.org.uk) W. [www.ageuk.org.uk](http://www.ageuk.org.uk)

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**Bereavement Advice** is a free helpline and web-based information service provided by Co-op Legal Services. T. 0800 634 9494 W. [www.bereavementadvice.org](http://www.bereavementadvice.org) Call Bereavement Advice Centre on 0800 634 9494 to arrange direct mail suppression for you (i.e. advertising 'junk' mail).

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**British Red Cross:** Offers individual telephone or email support and signposting to other services, e.g. via a leaflet or contact number: All Adults (18s & over) All children and young people (under 18s). **Available:** Immediately but short-term only. British Red Cross will signpost to professionals. Access is open to all for support and signposting **Cost:** Free **Location:** In Norfolk although British Red Cross is nationwide **Referral:** Self-referral, through word of mouth or publicity. Direct referral through medical and social care services, nursing or care homes. Direct referrals from care organisations may be signposted to professionals.

**Wait:** No waiting list. Office lines open 09:00 -17:00 Monday-Friday only, closed weekends **Contact:** W. [www.redcross.org.uk](http://www.redcross.org.uk) T. 01603 426 361 / 0345 054 7171 E. [CentrallCRAdmin@redcross.org.uk](mailto:CentrallCRAdmin@redcross.org.uk)

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**Big C** provide a supportive group and individual counselling for people bereaved through cancer. The group is facilitated by a counsellor. It is for those who feel able to share their thoughts and feelings, as well as listen to others. This is usually at least three months after the bereavement, when the immediate shock and impact of loss has been experienced. The aim of the group is to provide a welcoming and supportive atmosphere and it is hoped the group will create a sense of community as they meet regularly. It is for those 18 and over. **Available:** Individual counselling is offered from day 1 of someone passing. **Cost:** Individual counselling is 6 sessions free of charge - the person requesting counselling needs to be affected by cancer. **Referral:** People bereaved through cancer can self-refer to this service. and referral through medical and social care services. Pop into the **Norwich Big C Centre** to book a place or contact via details below. **Location:** Norwich, Great Yarmouth, King's Lynn: **Contact:** Norwich: T. 01603 286112 W. [www.big-c.co.uk/support/big-c-centre-nnuh.aspx](http://www.big-c.co.uk/support/big-c-centre-nnuh.aspx) E. [norwichcentre@big-c.co.uk](mailto:norwichcentre@big-c.co.uk)

**Great Yarmouth:** W. [www.big-c.co.uk/support/big-c-centre-great-yarmouth-a.aspx](http://www.big-c.co.uk/support/big-c-centre-great-yarmouth-a.aspx) T. 01493 855297 E: [yarmouthcentre@big-c.co.uk](mailto:yarmouthcentre@big-c.co.uk)

**King's Lynn:** W. [kingslynncentre@big-c.co.uk](mailto:kingslynncentre@big-c.co.uk) T. 0800 092 7640 E. [kingslynncentre@big-c.co.uk](mailto:kingslynncentre@big-c.co.uk)

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**Care for the Family** offer widowed young support/bereaved parent support/resources for those supporting bereaved people Signposting to other agencies that can help (e.g. providing a leaflet or phone number).Information or advice (e.g. financial, legal, practical) Emotional support e.g. listening, befriending, chat room, telephone helpline, peer support Providing resources (e.g. books, leaflets, website, chat room etc). Staff/volunteers are trained to offer support. **Available:** 48 hour wait For those aged 18 or over. **Cost:** Free, depending on the service **Location:** UK-wide for some services Some specialist services can be offered locally but otherwise from national HQ – so no general service in Norfolk. **Referral:** Self-referral

**Contact:** T. 02920 810 800 E. [Mail@cff.org.uk](mailto:Mail@cff.org.uk) W. [www.careforthefamily.org.uk/family-life/bereavement-support/supporting-bereaved-people](http://www.careforthefamily.org.uk/family-life/bereavement-support/supporting-bereaved-people)

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**Caring Friends for Cancer – Mid Norfolk** Primarily care for patients and carers whose lives are affected by Cancer Individual support, information or advice (e.g. financial, legal, practical) Emotional support e.g. listening, befriending, direct practical help (e.g. to fill in forms, sort out possessions, household tasks). Staff/volunteers are trained to offer support. For all adults (18s & over)

**Available:** Usually involved before death and are already working with the family **Cost:** Free  
**Location:** In the bereaved person's home, in a community setting e.g. cafe, lunch club and by telephone.  
**Referral:** Self referral, through word of mouth or publicity or direct referral through GP, Hospital or health provider. **Contact:** T. 01362 638 302/07961 566118 W. [www.caringfriends.org.uk](http://www.caringfriends.org.uk)

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#### **Councils in Norfolk - Bereavement information**

**Broadland** W. [./www.broadland.gov.uk/info/200194/change\\_in\\_your\\_circumstances/282/after\\_someone\\_dies](http://www.broadland.gov.uk/info/200194/change_in_your_circumstances/282/after_someone_dies)

**Breckland District Council:** - No information

**Great Yarmouth Town Council:** W. [www.great-yarmouth.gov.uk/privacy/bereavementservices](http://www.great-yarmouth.gov.uk/privacy/bereavementservices)

**Norfolk County Council:** [www.norfolk.gov.uk/children-and-families/send-local-offer/advice-and-support/advice-and-support-for-parents-and-carers/bereavement](http://www.norfolk.gov.uk/children-and-families/send-local-offer/advice-and-support/advice-and-support-for-parents-and-carers/bereavement)

**North Norfolk** W. [www.north-norfolk.gov.uk/tasks/council-tax/notify-us-about-a-change-of-circumstance/](http://www.north-norfolk.gov.uk/tasks/council-tax/notify-us-about-a-change-of-circumstance/)

**Norwich City Council** W.

[www.norwich.gov.uk/site/custom\\_scripts/funnelback\\_search.php?query=bereavement&collection=Norwich-Meta&start\\_rank=11](http://www.norwich.gov.uk/site/custom_scripts/funnelback_search.php?query=bereavement&collection=Norwich-Meta&start_rank=11)

**South Norfolk District Council** W. [www.south-norfolk.gov.uk/search?keys=Bereavement](http://www.south-norfolk.gov.uk/search?keys=Bereavement)

**King's Lynn and West Norfolk** W. [www.west-norfolk.gov.uk/info/20146/general\\_bereavement\\_information/133/losing\\_a\\_loved\\_one](http://www.west-norfolk.gov.uk/info/20146/general_bereavement_information/133/losing_a_loved_one)

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**Cruse Bereavement Care – Norwich and Central Norfolk** offer one to one support, a website and an enquiry line, to find out about services and other bereavement support available to people in Norfolk. They provide leaflets and information. They also offer a social support/coffee group aimed at older people who have been bereaved in the past. **Referral:** Self referral and through medical/social services. Staff/volunteers are qualified. **Available:** At least 3 months after bereavement, **Waiting list for one-to-one service:** 3 months **Cost:** Free  
**Contact:** W. [cruse.org.uk](http://cruse.org.uk) T. 0808 808 1677/ 01603 219977 E [support.norwich@cruse.org.uk](mailto:support.norwich@cruse.org.uk).

**Contact** T. 01603 219977 W. [www.cruse.org.uk/get-help/local-services/eastern-england/norwich-and-central-norfolk](http://www.cruse.org.uk/get-help/local-services/eastern-england/norwich-and-central-norfolk) E. [support.norwich@cruse.org.uk](mailto:support.norwich@cruse.org.uk)

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**East of England Coop – Bereavement Support Group** in Norwich is aimed at allowing people to meet others going through similar experiences. Currently a monthly session in Norwich. T. 01473 231 460 07715 700 391  
[bereavementsupport@eastofengland.coop](mailto:bereavementsupport@eastofengland.coop)

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**GRANSNET – A social networking site for over 50s with a bereavement forum for members: W.**  
[www.gransnet.com/forums/bereavement](http://www.gransnet.com/forums/bereavement)

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**Griefftalk** – Free confidential helpline – no direct services in Norfolk.  
T. 0808 802 0111 W. [www.griefencounter.org.uk/griefftalk/](http://www.griefencounter.org.uk/griefftalk/) E. [contact@griefencounter.org.uk](mailto:contact@griefencounter.org.uk)

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**Government UK Website: What to do when someone dies – step by step: . W.** [www.gov.uk/after-a-death](http://www.gov.uk/after-a-death)

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## Hospices

**Norfolk Community Health and Care: W.**  
[www.norfolkcommunityhealthandcare.nhs.uk/Downloads/Document-finder/Palliative%20Care/Bereavement%20support%20for%20you%20and%20your%20family%20leaflet.pdf](http://www.norfolkcommunityhealthandcare.nhs.uk/Downloads/Document-finder/Palliative%20Care/Bereavement%20support%20for%20you%20and%20your%20family%20leaflet.pdf)

**Norfolk Hospice:** [www.norfolkhospice.org.uk/support-for-you-when-someone-has-died](http://www.norfolkhospice.org.uk/support-for-you-when-someone-has-died)

**Swaffham and Litcham Home Hospice Support Ltd** - provide cancer counselling, pre-bereavement and bereavement counselling and support. Support the carer and family both emotionally and in the practicalities which follow immediate bereavement, Will, on occasion attend the funeral as well.

One to one bereavement counselling is offered. Counselling sessions are up to 1 hour, but there is no limitation to the number of sessions offered. Clients are supported for as long as is needed. For anyone who has experienced the loss of a husband/wife or partner, when the counselling sessions end, they offer our bereavement group, aimed as an introduction back into a social setting. Qualified counsellors, **Referral:** Anyone can be referred by health professionals and also self-refer direct.

**Location:** Service available throughout Norfolk – although clients have to be able to get to their premises to attend appointments. **Cost:** free of charge. **Wait:** No waiting list. Contact:T. 01760 722937; Mobile 07768 757195 W. [www.swaffhamandlitchamhomehospice.co.uk](http://www.swaffhamandlitchamhomehospice.co.uk) E. [homehospice@care4free.net](mailto:homehospice@care4free.net)

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## Hospitals

**Norfolk and Norwich Hospital NHS Trust** - The Bereavement Office offers advice, practical help and support for bereaved relatives in the period following the death of a loved one. Support and advice for patients, their families as well as staff is available – an adviser will be able to put the individual in touch with a bereavement nurse and they offer: mechanisms for coping, referral for counselling, education, support, advice or a listening service.. **Referral:** T 01603 287165 or 01603 287166 W. [www.nnuh.nhs.uk/departments/patient-services/bereavement-office/grief/](http://www.nnuh.nhs.uk/departments/patient-services/bereavement-office/grief/)

**The James Paget University Hospital's Bereavement Counselling-** This service is intended for bereaved adults They take appropriate referral from health professionals, support services and self-referral. **Available:** At least 3 months post bereavement. **Cost:** Free **Location:** Clients must reside or attend a G.P practice within the Great Yarmouth and Waveney catchment area. They do not offer home visits or immediate support. **Wait:** No waiting list.

Tel: 01493 452804 W. [www.jpaget.nhs.uk/departments-services/departments-services-a-z/louise-hamilton-centre/](http://www.jpaget.nhs.uk/departments-services/departments-services-a-z/louise-hamilton-centre/)

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**The Queen Elizabeth Hospital King's Lynn: Bereaved Relatives Support Office:** Offers an external support group, e.g. where the bereaved person meets with others who have been bereaved. Emotional support e.g. listening, befriending, chat room, telephone helpline, peer support. Offered to: All Adults (18s & over) Adults whose relatives have passed away at the Queen Elizabeth Hospital, or who live in or around Kings Lynn. Welcome all the bereaved, except children or parents whose baby has died, but can signpost these people onto other organisations. All facilitators have been trained in bereavement support and pastoral listening skills. **Referral:** Self-referral **Location:** QE2 Hospital, King's Lynn **Cost:** Free **Available:** Each Bereavement Support Group lasts for six, weekly, one-hour sessions. The six-week course is repeated 3 times a year. **Wait:** None **Contact:** W. [www.gehkl.nhs.uk/bereaved-relatives-support-office](http://www.gehkl.nhs.uk/bereaved-relatives-support-office). T. 01553 613 441 E. [chaplains@gehkl.nhs.uk](mailto:chaplains@gehkl.nhs.uk)

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**Humanists UK/NonReligious Pastoral Support Network:** Emotional support e.g. listening, befriending, chat room, telephone helpline, peer support. Staff/volunteers are trained to offer support. There for all but primary focus on non-religious/atheist/humanist

**Referral:** Usually chaplaincy, self-referral or through medical/social care services.

**Location:** Across Eastern region In a community setting e.g. cafe, lunch club or hospital

**Cost:** Free **Wait:** None **Available:** Short-term **Contact:** W. [www.humanism.org.uk/community/humanist-pastoral-support/](http://www.humanism.org.uk/community/humanist-pastoral-support/) T. 020 7324 3060 E. [info@humanism.org.uk](mailto:info@humanism.org.uk)

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**The Jolly Dollies** - Widows of all ages who meet in local groups for social events organised by members. The main purpose is to get together, support each other, make new friends, chat and have fun with others who understand. Groups cover Hunstanton, Heacham and King's Lynn. E. [thejollydollies@gmail.com](mailto:thejollydollies@gmail.com) W. [www.thejollydollies.com](http://www.thejollydollies.com)

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**Lymphoma Action/Lymphoma Helpline:** Telephone helpline offering Individual support and signposting to other agencies that can help (e.g. providing a leaflet or phone number Emotional support e.g. listening, befriending, chat room, telephone helpline, peer support. **Available:** to anyone affected by lymphoma, All Adults (18s & over) All children and young people (under 18s).

**Contact:** W. [lymphoma-action.org.uk/support-you/contact-us-support](http://lymphoma-action.org.uk/support-you/contact-us-support) T. 0808 808 5555 E. [Information@lymphoma-action.org.uk](mailto:Information@lymphoma-action.org.uk)

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**Much Loved** – Grief Resources and free to create an online tribute W. [www.muchloved.com](http://www.muchloved.com)

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**MacMillan Cancer Support:** Various on-line resources including leaflets books, videos and resource to produce a tribute page. Will offer 1-1 emotional telephone support and signpost to other agencies. No bereavement support groups in Norfolk. W. [www.macmillan.org.uk/information-and-support/coping/at-the-end-of-life/coping-with-bereavement](http://www.macmillan.org.uk/information-and-support/coping/at-the-end-of-life/coping-with-bereavement)

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**Norfolk Coroner's Service:** The Coroner investigates violent or unnatural deaths, sudden deaths of unknown cause and deaths in custody that are reported to her. The website includes details of the role and what someone needs to do in the event of an unnatural or sudden death. They can also direct to bereavement support agencies.

T.01603 276493 E. [coroner@norfolk.gov.uk](mailto:coroner@norfolk.gov.uk) W. [www.norfolk.gov.uk/births-ceremonies-and-deaths/deaths/the-coroner](http://www.norfolk.gov.uk/births-ceremonies-and-deaths/deaths/the-coroner)

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**Norfolk and Waveney MIND:** Website information about bereavement, where to go for support, and suggestions for help through grief. If the bereavement has led to secondary mental health issues refer to the Wellbeing Service. T 0300 123 3393 . E . [info@mind.org.uk](mailto:info@mind.org.uk) W. [www.mind.org.uk/search-results?q=Bereavement](http://www.mind.org.uk/search-results?q=Bereavement)

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**The Natural Death Centre:** Website Information about funerals, dying and death. Free helpline wish to discuss anything with a member and an answerphone Send out, via email, information fact sheets including natural, self-organised funerals, direct funerals and home burials. They also run the Association of Natural Burial grounds. They have a website, CRIB, which explains about what can be done with ashes. T 01962 712 690 **W.** [www.naturaldeath.org.uk/](http://www.naturaldeath.org.uk/) [www.crib-ndc.org](http://www.crib-ndc.org) E. [rosie@naturaldeath.org.uk](mailto:rosie@naturaldeath.org.uk)

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**Rosedale Funeral Home:** Provide website information and direct group bereavement support The group support course lasts 8 weeks and is held at premises in various locations – people have to be able to travel to the location. They are open to anyone in Norfolk. They can signpost to 1-1 support within the group. **Available:** To anyone who has been bereaved recently or in the past. Qualified staff/volunteers. . **Cost:** Free **Location:** Attleborough, Beccles Ditchingham, Diss, Wymondham and Halesworth. **Referral:** Self-refer or through health/social care **Wait:** No waiting list Also run a montly friendship group. T. 01953 601103 **W.** [www.rosedalefuneralhome.co.uk](http://www.rosedalefuneralhome.co.uk) E. [wymondham@rosedalefuneralhome.co.uk](mailto:wymondham@rosedalefuneralhome.co.uk)

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**The Salvation Army Mile Cross Norwich/Norwich:** Signposting to other agencies that can help (e.g. providing a leaflet or phone number) Information or advice e.g. financial, legal, practical, emotional support and direct practical help (e.g. to fill in forms, sort out possessions, household tasks) and conducting funeral services Available to all all Adults (18s & over) and all children and young people (under 18s). Staff/volunteers are trained to offer support **Referral:** Self referral **Location:** Salvation Army Mile Cross /NorwichCitadel **Cost:** Free **Wait:** None **Available:** **Contact:** **W.** [www.salvationarmy.org.uk/norwich-mile-cross/](http://www.salvationarmy.org.uk/norwich-mile-cross/) [www.salvationarmy.org.uk/](http://www.salvationarmy.org.uk/) T. 01603 402 703/**01603 620 747** E. [norwichmilecross@salvationarmy.org.uk/](mailto:norwichmilecross@salvationarmy.org.uk) [norwich.citadel@salvationarmy.org.uk](mailto:norwich.citadel@salvationarmy.org.uk)

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**Starthrowers:** Cancer-related Individual support Support for family/friends as a group Emotional support e.g. listening, befriending, chat room, telephone helpline, peer support Face to face professional counselling services. The service has qualified counsellors. **Available:** 6 weeks after the death. Usually offer a course of 6 sessions and then review if more is needed. **Location:** Service is offered in Wymondham area **Referral:** Self-referral **Wait:** There is a waiting list T. 01953 423304 E. [info@starthrowers.org.uk](mailto:info@starthrowers.org.uk) W.[www.starthrowers.org.uk/](http://www.starthrowers.org.uk/)

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**Sue Ryder Online Bereavement Counselling Service:** is available to members of the Sue Ryder Online Community, which anyone living in the UK and aged 18 and over can join. **Cost/Location:** This is a free service and the sessions are held over video chat, meaning that someone can attend from their own home.T. 0808 164 4572 E. [online.community@sueryder.org](mailto:online.community@sueryder.org) **W.** [www.sueryder.org](http://www.sueryder.org)

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**Tell Us Once Service:** Register a death with council services to avoid having to tell each one. Covers:

- local authorities
- DVLA
- HMRC

- HM Passport Office
- DWP

W. [www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once](http://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once) W.  
<https://www.norfolk.gov.uk/births-ceremonies-and-deaths/deaths/who-you-need-to-tell>

T. 0344 800 8020

**WAY – Widowed and Young:** WAY is a national charity in the UK for people aged 50 or under when their partner died. Membership includes access to peer-to-peer volunteer support groups, if there is one covering a local postcode area, or the nearest others. **Self referral** Membership **Cost:** £25.00 per annum. They also have a follow-on service, WAY-UP for those aged 52-65 W. [www.widowedandyoung.org.uk/](http://www.widowedandyoung.org.uk/) E. [membership@widowedandyoung.org.uk](mailto:membership@widowedandyoung.org.uk)

### **Child and children's bereavement**

**Child Bereavement UK:** Support bereaved children and young people up to the age of 25 years and bereaved parents of any age, Currently they don't have a direct service in Norfolk but offer the option of booked monthly telephone bereavement support sessions which are suitable for older bereaved young people, bereaved parents and for parents to help support their bereaved children.

T. 0800 02 888 40 W. [www.childbereavementuk.org/](http://www.childbereavementuk.org/) E:: [support@childbereavementuk.org](mailto:support@childbereavementuk.org)

**The Compassionate Friends:** Offer support for bereaved parents and families, after the loss of a child whatever the cause, age or location in the UK. . Support includes: Emotional support e.g. listening, befriending, chat room, telephone helpline, peer support, resources (e.g. books, leaflets, website, chat room etc. No Norfolk direct individual support or support groups.

W. [www.tcf.org.uk/](http://www.tcf.org.uk/) T. 0345 123 2304 E [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)

**Hope Again:** The youth website of Cruse Bereavement Care offers on-line support. W. [www.hopeagain.org.uk](http://www.hopeagain.org.uk)

**Lullaby Trust:** Offer confidential bereavement support to anyone affected by the sudden and unexpected death of a baby or young child T. 0808 802 6868 Email [support@lullabytrust.org.uk](mailto:support@lullabytrust.org.uk). W. [www.lullabytrust.org.uk/](http://www.lullabytrust.org.uk/)

**Miscarriage Association:** T. 01924 200 799 W. [www.miscarriageassociation.org.uk/](http://www.miscarriageassociation.org.uk/)

**Nelson's Journey:** Professionals wishing to seek bereavement support for a child or young person:

1. please call our Support Line on 01603 431788 to leave a message and our duty support worker will get back to you as soon as possible. Alternatively you can email us at [enquiries@nelsonsjourney.org.uk](mailto:enquiries@nelsonsjourney.org.uk) or go to our website and use the online referral form.
2. find resources on our website [www.nelsonsjourney.org.uk](http://www.nelsonsjourney.org.uk) or via our social media channels. We will keep this updated with information you may find useful.
3. recommend that children and young people (aged over 13 years or younger with parental supervision) download our smartphone app called Smiles & Tears. This offers interactive activities to help them remember the person who died.

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**SANDS -Stillbirth and Neonatal Death Charity:** T. 0808 164 3332 E. [group.norfolksands@gmail.com](mailto:group.norfolksands@gmail.com)  
E: [kingslynnsands@yahoo.co.uk](mailto:kingslynnsands@yahoo.co.uk) W. [www.norfolksands.org.uk/](http://www.norfolksands.org.uk/)

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**Scotty's Little Soldiers:** Support bereaved British Forces children and young people. Based in King's Lynn T 08000 928 571 E. [hello@scottyslittlesoldiers.co.uk](mailto:hello@scottyslittlesoldiers.co.uk) W. [www.scottyslittlesoldiers.co.uk](http://www.scottyslittlesoldiers.co.uk)

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**Sudden Infant Death:** T. 0808 802 6868 W. [www.fsid.org.uk](http://www.fsid.org.uk)

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**TimeNorfolk:** Offers support to women and men who have suffered a pregnancy loss due to miscarriage, stillbirth, termination and help people with the trauma associated with their loss. They also see clients suffering from infertility, perinatal anxiety and depression, birth trauma and support clients through a subsequent pregnancy when needed. In the event of an unplanned pregnancy they offer people someone to talk to and look at the different options available to them, enabling them to make an informed choice. We offer a safe, confidential and non-judgmental place. **Referral:** Self or via medical/social services **Location:** Norwich, King's Lynn **Cost:** Free **Available:** As soon as a loss takes place. Service offered is usually between 10 or 12 weeks although they do not have a time restriction. Wait: 3 weeks for an initial appointment, up to 2 months to start support. Contact: W. [www.timenorfolk.org.uk](http://www.timenorfolk.org.uk) T. 01603 927 487 E [info@timenorfolk.org.uk](mailto:info@timenorfolk.org.uk)

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**Winston's Wish:** Support children and young people after a death of a parent or sibling via phone and will send booklets through the post, and/or emails. The only exceptions where direct 1-1 help might be available in Norfolk are murder & manslaughter bereavement and if the bereaved person was in the military/emergency services. **Contact:** W. [www.winstonswish.org/helpline](http://www.winstonswish.org/helpline) T. 08088 020 021 E. [ask@winstonswish.org](mailto:ask@winstonswish.org)

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## Suicide

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**Empathy:** An independent, Norwich based, group that aims to provide support for people who are suffering bereavement through suicide. T. 07876 496711 E. [empathynorfolk@gmail.com](mailto:empathynorfolk@gmail.com) W. [www.empathynorfolk.co.uk](http://www.empathynorfolk.co.uk)

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**MIND:** Run an 8 week suicide bereavement group **Location:** Norwich/central Norfolk . **Available:** 12 weeks after bereavement, **Wait:** No waiting list. People can self-refer or through medical/social services/coroner's office.

**Contact:** W. [www.norwichmind.org.uk/get-support/groups/the-anchor-project](http://www.norwichmind.org.uk/get-support/groups/the-anchor-project)  
T. 01603 432457 E. [headoffice@norwichmind.org.uk](mailto:headoffice@norwichmind.org.uk)

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**Norfolk and Waveney Suicide Partnership:** Links to a range of websites and resources [www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/suicide](http://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/suicide)

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**Support after Suicide Partnership:** On-line resources and searchable map of groups in Norfolk [www.supportaftersuicide.org.uk/](http://www.supportaftersuicide.org.uk/) . [supportaftersuicide.org.uk/support-guides/help-is-at-hand](http://supportaftersuicide.org.uk/support-guides/help-is-at-hand)

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## Road Death and Injury

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**Support and Care After Road Death and Injury:** offer a telephone helpline for everyone from their offices in London, WF5 9ND. It is for anyone that has been affected by road traffic collisions, including people that have witnessed and have gone to help. For all adults 18+. Staff/volunteers are trained to offer support. **Referral:** Self referral, word of mouth / publicity / GP/ Hospital or health provider **Contact:** W. [www.scard.org.uk/](http://www.scard.org.uk/) E. [info@scard.org.uk](mailto:info@scard.org.uk) T. 0345 123 5542

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**General useful contacts – These contacts are not all bereavement specific but offer bereavement information and services or information useful to those who have been bereaved**

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### **Beyond Words - Beyond Words**

Books, e-books and downloadable resources for people who find it easier to understand pictures than words, including people with learning difficulties. T. 020 7492 2559 W. [www.booksbeyondwords.co.uk](http://www.booksbeyondwords.co.uk)

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**British Association of Counselling:** A directory of UK counselling and befriending organisations.

T. 01455 886 616 E. [bacp@bacp.co.uk](mailto:bacp@bacp.co.uk) W. [www.bacp.co.uk](http://www.bacp.co.uk)

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**The Brain Tumour Charity:** Only work with people affected by a brain tumour diagnosis. Offers an open support line - not specific to bereavement - using telephone, Skype or live chat or other social media, facebook groups, email. Signposting to other agencies that can help (e.g. providing a leaflet or phone number). Emotional support e.g. listening, befriending, chat room, telephone helpline, peer support. Providing resources (e.g. books, leaflets, website, chat room). They do not offer specific bereavement support but would offer emotional support and signposting through their general support service.

**Available:** Not time limited – but not bereavement specific

**Contact:** T 0808 800 0004 E. [support@thebraintumourcharity.org](mailto:support@thebraintumourcharity.org) W. [www.thebraintumourcharity.org](http://www.thebraintumourcharity.org)

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**Carers Matters:** Free, independent and confidential support for carers – will support those who anybody who has experience of caring, whether or not currently looking after someone. People can self-refer or be referred directly to the service. T. 0800 083 1148 E. W. [Info@CarersMatterNorfolk](mailto:Info@CarersMatterNorfolk) [www.CarersMatterNorfolk.org.uk](http://www.CarersMatterNorfolk.org.uk) Live chat available.

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**Headway:** Individual support for adults who have an acquired brain injury. They don't offer a bereavement service as such, but staff are all trained to support clients and their families with any issue so will support for people using the service who have been bereaved. Offer signposting to other agencies that can help (e.g. providing a leaflet or phone number) information or advice (e.g. financial, legal, practical) emotional support e.g. listening, befriending, chat room, telephone helpline, peer support providing resources (e.g. books, leaflets, website, chat room etc).

**Referral:** Self-referral and through health/social care

**Location:** Norwich Gorleston, King's Lynn Can be in a community setting e.g. cafe, lunch club

**Cost:** Free **Available:** N/A as not a bereavement service as such. **Contact:** W. [www.headway.org.uk](http://www.headway.org.uk) T. 0808 800 224 E. [helpline@headway.org.uk](mailto:helpline@headway.org.uk)

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**Citizen's Advice:** On-line, telephone and face to face information. Can help with information and advice on the issues that may emerge from bereavement e.g: finances, benefits, legal help, advocacy.  
W. [www.ncab.org.uk](http://www.ncab.org.uk) / W. [www.citizensadvice.org.uk/family/death-and-wills/what-to-do-after-a-death/](http://www.citizensadvice.org.uk/family/death-and-wills/what-to-do-after-a-death/)  
T. 03444 111 444

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**Civil Legal Aid Law Society's Legal Aid advice:** T. 0345 345 4345 W. [www.lawsociety.org.uk/for-the-public/paying-for-legal-services/legal-aid/](http://www.lawsociety.org.uk/for-the-public/paying-for-legal-services/legal-aid/)

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### **District Councils – Bereavement Information**

Broadland: [www.broadland.gov.uk/info/200194/change\\_in\\_your\\_circumstances/282/after someone dies](http://www.broadland.gov.uk/info/200194/change_in_your_circumstances/282/after_someone_dies)

Breckland District Council: - No information

Great Yarmouth Town Council: [/www.great-yarmouth.gov.uk/privacy/bereavementservices](http://www.great-yarmouth.gov.uk/privacy/bereavementservices)

Norfolk County Council:

North Norfolk [www.north-norfolk.gov.uk/tasks/council-tax/notify-us-about-a-change-of-circumstance/](http://www.north-norfolk.gov.uk/tasks/council-tax/notify-us-about-a-change-of-circumstance/)

Norwich City Council:

[www.norwich.gov.uk/site/custom\\_scripts/funnelback\\_search.php?query=bereavement&collection=Norwich-Meta&start\\_rank=11](http://www.norwich.gov.uk/site/custom_scripts/funnelback_search.php?query=bereavement&collection=Norwich-Meta&start_rank=11)

South Norfolk District Council [/www.south-norfolk.gov.uk/search?keys=Bereavement](http://www.south-norfolk.gov.uk/search?keys=Bereavement)

King's Lynn and West Norfolk [/www.west-norfolk.gov.uk/info/20146/general\\_bereavement\\_information/133/losing a loved one](http://www.west-norfolk.gov.uk/info/20146/general_bereavement_information/133/losing_a_loved_one)

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**Counselling Directory:** On-line searchable directory of professional counsellors and therapists throughout the UK W. [www.counselling-directory.org.uk/bereavement.html](http://www.counselling-directory.org.uk/bereavement.html)

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**Marie Curie** On-line list of resources, including support for faith groups: [W. www.mariecurie.org.uk/help/support/support-directory/bereavement-and-funerals](http://www.mariecurie.org.uk/help/support/support-directory/bereavement-and-funerals)

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**Money Saving Expert:** Covers a range of issues including cancelling accounts and contracts, dealing with someone's finances, claiming entitlements. There are also on-line forums to get help and share information.  
W. [www.moneysavingexpert.com/family/what-to-do-when-someone-dies/](http://www.moneysavingexpert.com/family/what-to-do-when-someone-dies/)

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**My Lost Account:** A free service to trace lost accounts and savings: W. [www.mylostaccount.org.uk/index.htm](http://www.mylostaccount.org.uk/index.htm)

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**The National Society of Allied & Independent Funeral Directors:** T. 0845 230 6777  
E. [info@saif.org.uk](mailto:info@saif.org.uk) W. [www.saif.org.uk](http://www.saif.org.uk)

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**Samaritans:** Provide a listening service for whatever people are going through. T. 116 123 E. Jo@samaritans.org W. www.samaritans.org

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**SOLLA** : Society of Later Life Advisers – a not for profit organisation aiming to ensure that consumers are better informed about financial issues in later life and can find an accredited adviser. Tel 0333 2020 454 W. societyoflaterlifeadvisers.co.uk

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**Leaving Gracefully – Resources relating to death and dying:** W. [www.leavinggracefully.co.uk/copy-of-presenter](http://www.leavinggracefully.co.uk/copy-of-presenter)

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**The National Association of Funeral Directors:** Can help find a local funeral director T. 0845 230 1343 E. [info@nafd.org.uk](mailto:info@nafd.org.uk) W. www.nafd.org.uk

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**My lost account:** For those who may have lost touch with a bank, building society or National Savings & Investments account, this website will guide someone through some simple steps to find a lost account. T. 020 3934 0329 (banks) E. [mylostaccount@ukfinance.org.uk](mailto:mylostaccount@ukfinance.org.uk) W. www.bsa.org.uk/information T. 08085 007 007 W. [www.mylostaccount.org.uk/about/](http://www.mylostaccount.org.uk/about/) E. [@bsa.org.uk](mailto:@bsa.org.uk) (building socs) National savings: W. [www.nsandi.com](http://www.nsandi.com)

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**Nature and Nurture Therapeutic Services:** Norfolk-based group offering emotional and mental health support for young people in South Norfolk through activities in nature, art, sport and music. T. 07802 481 333. E. [info@natureandnurturetherapeutic.com](mailto:info@natureandnurturetherapeutic.com) W. [www.natureandnurturetherapeutic.com/](http://www.natureandnurturetherapeutic.com/)

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**NHS – Coping with bereavement:** W. [www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/](http://www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/)

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**The Oddfellows:** Membership friendship groups suitable for those who have been bereaved. Branches in Norwich, North Walsham and Dereham T. 0800 028 1810 E. [enquiries@oddfellows.co.uk](mailto:enquiries@oddfellows.co.uk)

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**The Priory Group:** is an independent provider of behavioural care in the UK offering bereavement counselling. T. 0808 302 5883 W. [www.priorygroup.com/mental-health/bereavement-counselling](http://www.priorygroup.com/mental-health/bereavement-counselling)

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**Wellbeing Service:** Wellbeing Norfolk offers help and support to improve wellbeing and manage stress, low mood and anxiety. T. 0300 123 1503. E. [admin@wellbeingnandw.co.uk](mailto:admin@wellbeingnandw.co.uk) for general enquiries.

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**Soul Midwives:** offer holistic and spiritual support to the dying, and their loved ones and only offer very minimal bereavement support for a short time following a death. They then sign post families to bereavement services if they feel they have ongoing issues and could benefit.

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**Turn 2 Us:** Turn2us is a national charity helping people when times get tough. They provide financial support to help people get back on track. Provide information on finances and benefits after bereavement. W. [www.turn2us.org.uk/](http://www.turn2us.org.uk/)

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### **Rosedale Funeral Homes**

Provide a range of useful resources, training and support across Norfolk and Suffolk.

<https://www.rosedalefuneralhome.co.uk/>