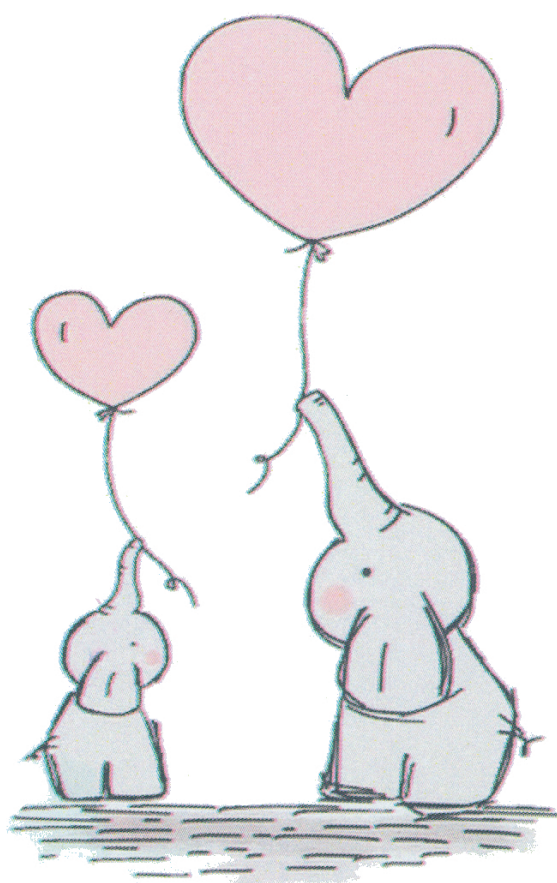


Somewhere For Us Evaluation



Introduction

‘Young people often grieve in puddles, dipping in and out of their grief, but if the grief becomes traumatic, it is more like a deep well, and much harder for the young person to step out of.’
(David Trickey, Co-Director, UK Trauma Council)

While the true number of bereaved children and young people in Northern Ireland remains uncertain due to limited research,ⁱ 2022 NI figures reveal that 900 parents with dependent children died, that’s a parent dying every 10 hours.

ⁱⁱ During this period, 1600 children were bereaved of a parent, which means around 30 children per week, equating to four children a day. These figures don’t include those who lose siblings, grandparents, friends or other family members, estimated to be around 30,000 every year.ⁱⁱⁱ

It is estimated that on average, roughly every school class in Northern Ireland will have at least one child who has been bereaved by a parent or sibling, and most children will experience the death of someone close to them by the time they leave school.^{iv} One UK study has estimated that 92% of children and young people will experience bereavement of a ‘close’ relationship that includes family, friends and pets, before the age of 16.^v Evidence shows that 41% of children in the youth justice system have suffered a bereavement of a close relative.^{vi}

The impact of Covid-19 on children and young people is yet to be fully known. Children and young people have been confronted by death and dying during the pandemic in unprecedented ways. Although children and young people were far less likely to suffer serious illness or death as a result of COVID-19, many were bereaved of a close family member as a direct consequence of the virus, including 16,800 children bereaved of primary or secondary resident caregivers in the UK (e.g. parents or

grandparents who live with them).^{vii} A UN report into the impact of Covid-19 on children found that “...the crisis is having a profound effect on their wellbeing [... and that] the psychosocial impacts of such loss on children should not be overlooked.”^{viii}

The National Lottery Community Fund’s Empowering Young People project provided Cruse Bereavement Support with funding of £422,735 over a three year period of 2021–2024 to deliver the Somewhere for Us Project, with the stated objectives to:

- Provide a healthy emotional outlet for children and young people and provide them with the tools they need to be stronger emotionally and become more resilient
- Improve emotional/mental wellbeing, reduce social isolation, enhance coping strategies, improve confidence and self-esteem and enhance communication skills^{ix}

This evaluation was commissioned by Cruse Bereavement Support NI and was conducted by Quinn Consulting (Evaluator).

This Executive Summary provides an overview of the Somewhere for Us Programme; outlines methodology employed.

About Somewhere For Us project

" We need to destigmatise grief"

The Somewhere for Us Project, commenced in April 2021, is designed to provide a pathway of bereavement support for children and young people, through individual, peer and group support.

The project aims to provide a healthy emotional outlet for feelings they may have after bereavement, such as isolation, fear, lack of confidence, anger, sadness, loss and depression, and help children and young people overcome the challenges they face.

The Somewhere For Us Project provides the following programme of support:

- One-to-One support – provided to children and young people for up to 6 sessions by Cruse children and young people Bereavement Volunteers.
- Group support sessions – provided to children and young people by Somewhere for Us project staff and children and young people Bereavement Volunteers. Group size average is 6-8 children or young people, either through groups which are 6 sessions for one hour or 4 sessions for one and half hour sessions.
- Crisis support – provided by Somewhere for Us Project staff team and volunteers to schools and communities following a traumatic event, on an ad hoc basis.

Somewhere for Us has added significant value through co-designing a suite of additional services with children and young people from the Youth Advisory Group.

- Welcome/Understanding Your Bereavement sessions: one hour sessions providing information about bereavement to children and young people who have been bereaved
- Bereavement Buddy: one hour sessions for primary school aged pupils (P4 to P7)
- Grief Ally: one hour sessions for post primary school children and young people held in person
- Understanding Your Child's Bereavement: one hour sessions delivered online for parents and carers
- Understanding Your Pupils' Bereavement: bespoke sessions delivered to teachers and other school staff
- Activity Days: take place three times per year in venues across Northern Ireland, for bereaved children and young people, parents/carers, supported by Cruse staff, YAG and volunteers.
- Peer-led activities: The Project's Youth Advisory Group provides support for young people to become activity leaders, peer mentors and Cruse ambassadors. The Youth Advisory Group comprises of 17 members and is supported by project staff.



The 17 Youth Advisory Group members have contributed 681 volunteers hours, and delivered a range of outputs, including:

- Participation and co-design at all stages throughout the project
- Leading on the Promise of Hope video project, in partnership with Funeral Partners NI, raising awareness of childhood bereavement, and taking part in the launch at Parliament Buildings in May 2023
- Planning and delivering the very successful Our Turn to Talk conference in September 2023
- Engaging with and influencing decision-makers, including departmental officials, politicians and NI Commissioner for Children and Young People
- Developing content and materials for the project, including sessions and resources
- Attending Activity Days as leaders and peer mentors to children and young people
- Participating in television and radio interviews
- Capacity building, leadership skills, media and communication skills

About the evaluation

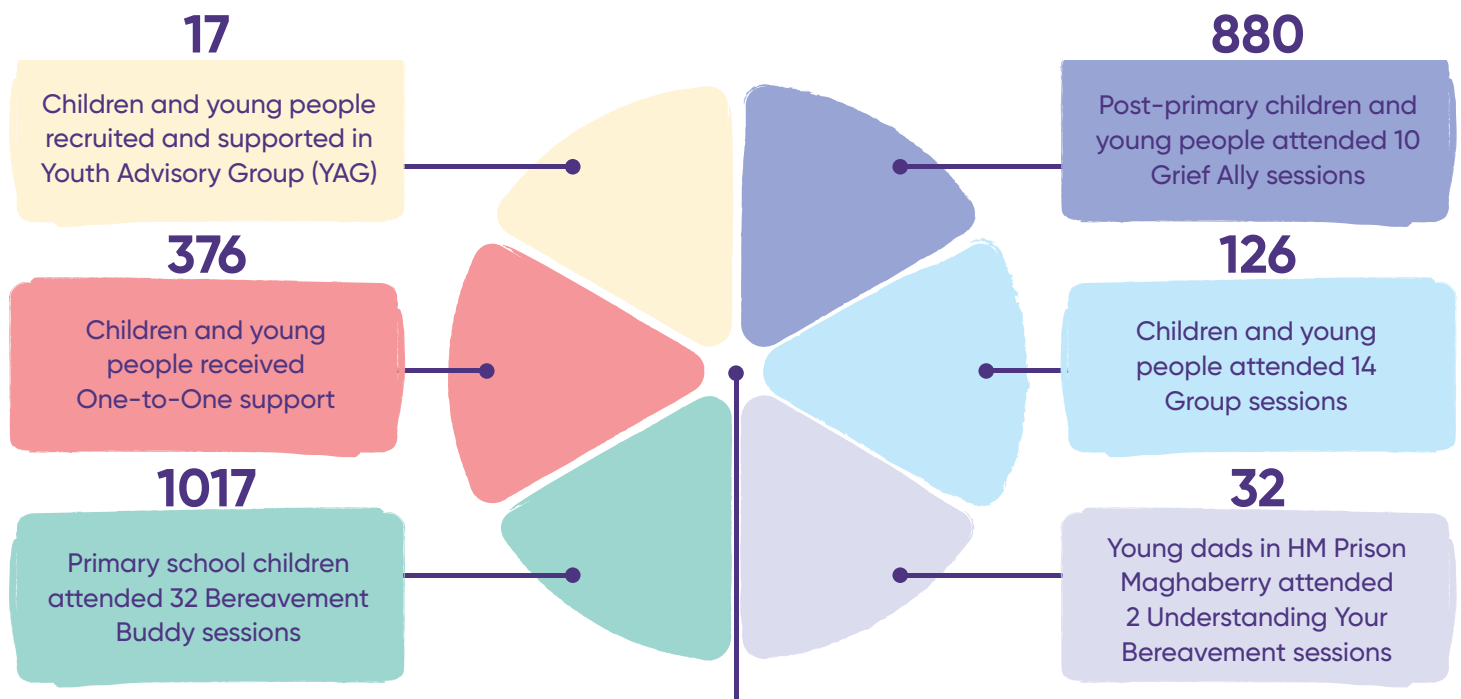
The evaluator has taken a mixed method approach to data collection in this evaluation. A rich and varied dataset was established with 95 stakeholders engaging directly in this evaluation, including 58 children and young people. Those spoken to included children and young people in primary and post-primary schools, members of Somewhere for Us Youth Advisory Group (current and past), teachers, parents, political representatives, private sector partner and statutory sector representatives from health and education. In addition, the evaluator drew on completed questionnaires, internal project evaluation data and Google Analytics from

the Hope Again website. A brief policy scoping exercise was also carried out.

Questionnaires were provided to a random sample of children and young people at three schools and 89 were completed (n=89). All 17 members of YAG received questionnaires, with 10 returned (n = 10). Questionnaires were sent out to a representational sample of twenty teachers from primary and post-primary schools, and 13 were completed (n=13); Five Child Bereavement Volunteers were selected to receive questionnaires, with three completed (n=3).

4.0

Number of Project Participants



2448 Children and young people engaged with Somewhere for us Project



30

Crisis support interventions



75

Children and young people attended 17 Welcome sessions



63

Parents/Carers attended 8 Activity Days



127

Parents attended 19 Understanding Your Child's Bereavement sessions



704

Teachers attended 28 Understanding Your Pupils Bereavement sessions



22

Child Bereavement Volunteers recruited and trained



172,189

Visits to Hope Again Website



95

Attendees at Our Talk to Turn conference



60

Attendees at Promise of Hope video launch in Stormont

Volunteer Hours Invested



2814

Volunteer hours invested by 30 Child Bereavement Volunteers



681

Volunteer hours invested by children and young people in YAG

Findings

"Being involved with Cruse has changed my life."
(YAG member)

The evaluation has demonstrated that Cruse Bereavement Support's Somewhere for Us project has added significant value and is successfully supporting children and young people in line with the two project objectives outcomes.^x Somewhere for Us has delivered impacts beyond those agreed at the project outset. The project has exceeded target numbers set for children and young people by 448 and extended the project's reach by providing support in schools to over 700 teaching staff, who were not included in original proposal. The investment of funding has provided direct benefit to children and young people, schools/teachers, parents/carers and volunteers, as well as to Cruse Bereavement Support itself, in terms of the enhanced influencing role and learning derived from the project.

The project is delivering significant prevention, early intervention and postvention services to bereaved children and young people, and building capacity among supporting adults to be more equipped to meet their needs. It is evident from the evaluation that the project is filling a much-needed gap in terms of increasing awareness, knowledge and skills regarding bereavement support for children and young people, and teaching staff within schools.

The project has delivered significant added value through the Youth Advisory group, both in terms of individual positive outcomes and wider collective impact. The Youth Advisory group has demonstrated promising outcomes in engagement and wider policy/political influencing, with potential to expand this area of work going forward. Highlights include, the Promise of Hope video initiative, in partnership with Funeral Partners NI; leading the Our Turn to Talk Conference; engaging with decision-makers and; taking part in media interviews.

The YAG members have been instrumental in influencing the NI Bereavement Forum to establish a children and young people's Sub-group to develop a bereavement charter for children and young people. This is a strategic success which has the potential to have a far-reaching impact on children and young people, right across Northern Ireland.^{xi}

'In our engagement work, we have heard deeply personal stories about grief and bereavement and how each person's experience is unique... This is why engagement with children and young people is so critical in shaping a bereavement charter going forward.' (Meadhbha Monaghan, CEO Patient and Client Council)

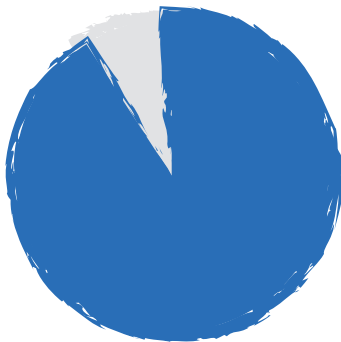


Feedback to Participants

6.1 Key Statistics

Somewhere for Us project participants who were surveyed revealed overall high levels of positive impacts across a range of indices, including: increased knowledge and understanding of child and adolescent bereavement; increased confidence to support bereaved children and young people; improved health and wellbeing; improved communication skills; and increased opportunities to influence and make a difference.

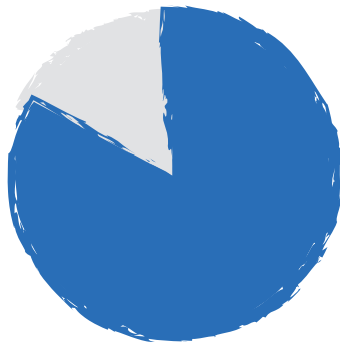
Impact for Children and Young People



90% agree

I understand more about how grief affects children and young people

Figure 1

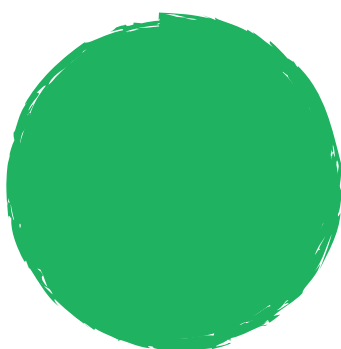


83% agree

I feel more confident to support and help someone who has been bereaved

Figure 2

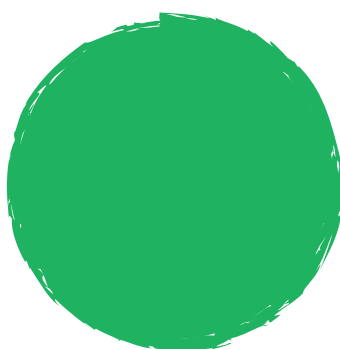
Impact for Youth Advisory Group



100% agree

My health & wellbeing has improved since taking part in Cruse's Somewhere for Us project

Figure 3



100% agree

My confidence has increased since taking part in Cruse's Somewhere for Us project

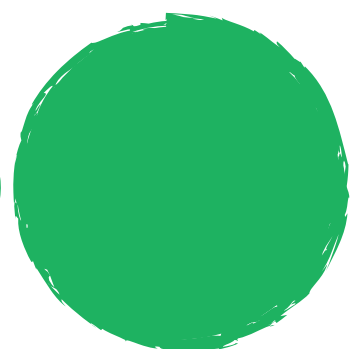
Figure 4



90% agree

My communication skills have improved since taking part in Cruse's Somewhere for Us project

Figure 5

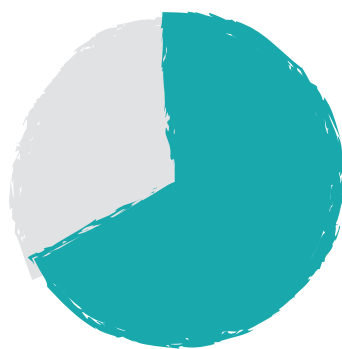


100% agree

I believe I am making a difference through taking part in Cruse's Somewhere for Us project

Figure 6

Impact for Volunteers

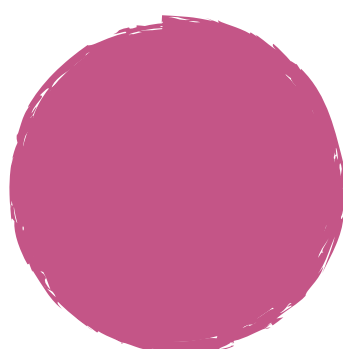


66% agree

I feel more skilled supporting CYP with bereavement

Figure 7

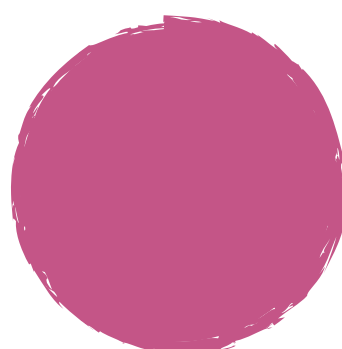
Impact for Teachers



100% agree

My knowledge of how grief affects CYP has increased

Figure 8

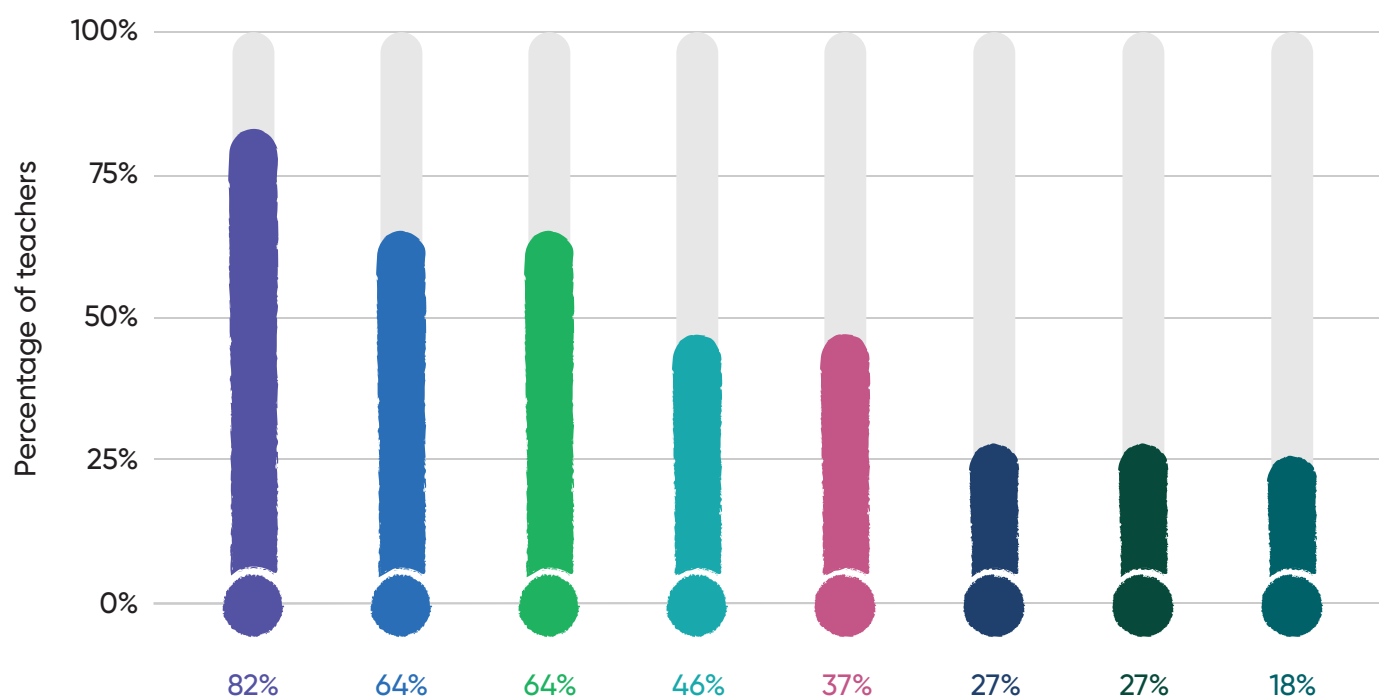


100% agree

My confidence to support CYP who have experienced grief has increased

Figure 9

Teachers perceptions of impact of Somewhere for Us project on Children and young people



82% increased understanding of impact of own bereavement

64% increased confidence and skills

64% increased interaction with classmates

46% better able to ask for help when struggling

37% improved health & wellbeing

27% improved school performance

27% improved behaviour in school

18% less absenteeism

Figure 10

6.2 Feedback from Participants

There have been improved outcomes reported for children and young people, teachers and wider school communities, parents and bereavement volunteers.

Increased knowledge and understanding of bereavement:

"I found that just feeling empty while others are flooding with emotions is normal." (Young person)

"I learned that we all grieve differently and that there is no 'quick 'fix'." (Young person)

"Over the many sessions I've done with Cruse, my perspective on grief has changed so much. I'm now more tapped into how I feel and why, as opposed to before I joined YAG - I've more knowledge and maturity around the topic of grief." (YAG member)

"Rather than shy away from supporting a child out of fear of causing upset, I feel confident that actually saying nothing is even worse. The worst has already happened and ignoring their feelings is more problematic." (Student teacher)

Reduced isolation:

"I can speak to my mates more now, my Mum, Dad, sister, aunt, anyone in the family" (Young person)

"I was a lot more closed in before, and now I could speak to strangers now, and I've made a couple of new friends." (Young person)

"Being a part of the project truly helped me realise I wasn't the only one struggling with grief." (YAG member)

"The project has been such a good outlet to talk to other people about grief when I didn't have anything like it before." (YAG member)

"She never went out of the house after he died, no life, no friends, sat in her room on her phone, only spoke to her sister. We were very worried. Cruse made all the difference." (Parent)

Improved health and wellbeing:

"I started focusing more on myself, started going to the gym, doing a wee bit more sport n'all." (Young person)

"I've learnt that it's healthy to revisit my own grief, and that it can come in waves - not to distance myself from it, which I was doing before I got involved in Cruse and YAG." (YAG member)

"Very empowering - before, it [my grief] had full control over me and my life, learning it will stay with me and I can grow and am in control and have power over my grief - not the other way around." (YAG members)

"Some of the teachers had experienced bereavement as well, so there were things coming up, and it was good to have those sessions to chat." (Teacher)

"After a month of being involved with Cruse, I noticed her physical and mental health symptoms started to subside - and that is absolutely down to the support she got from Cruse." (Parent)

Improved communications skills:

"It's more of a quiet situation at home, so it helped to be able to talk in the group." (Young person)

"Doing the video and public speaking events has helped my confidence." (YAG member)

"It was great to get a chance to go to City Hall and speak about my experiences of bereavement and how I have coped positively

since receiving support from Cruse, and tell everyone about the work we are doing through the YAG to help other bereaved children and young people." (YAG member)

"I had the role of MC for the conference – I loved it, it was a bit nerve-wracking too. I had to welcome everybody, introduce the speakers, keep everything flowing and running on time. It was a great experience, an amazing thing to do." (YAG member)

Increased confidence and social skills:

"It gives me more social skills." (Young person)

'Gave me a bit of confidence." (Young person)

"I had little to no confidence before starting this project and I myself have seen how much more I've gained." (YAG member)

"Very empowering, we have confidence to speak to young person who is bereaved." (Teacher)

"The confidence of our youth has exceeded my expectations. These young people were once frightened and afraid for their future and now I can see how changed they are. It is amazing the difference I can see in their confidence and outlook." (Bereavement Volunteer)

"She has come on leaps and bounds. Had a leading role in the conference, spoke on a panel in front of more than 100 people and lead a workshops with two boys in the YAG. Wow. I've never seen her do anything like that – a year ago, it wouldn't have been possible." (Parent)

"It has been lovely to see children who were withdrawn become more confident, engaging more with their peers and teachers – the pupils so as they have benefitted so much from the group work." (Teacher)

Increased empathy:

"After Cruse thing... I noticed that I'm not the only one going through [this] and so I thought I may as well help a few other people – recognised benefit I got from the group and wanted to share. It helps me when I help others." (Young person)

"It does get very emotional sometimes, I resonate with them [children and young people], but they're in a safe space... it doesn't get uncomfortable, we're all growing together." (YAG member)

"It's good life experience – I know my grief, but I have learned about others." (YAG member)

"I've noticed that I became a lot more helpful to my mates that were struggling – I was a lot more open, they felt they could trust me more than they did before." (Young person)

"We had another family bereavement recently, and she supported her younger sisters, I saw her empathy for them. She explained to them about the wake, and that they'd see their relative's body laid out, the funeral and 'party' afterwards. She definitely helped to ease their fear about attending. I am very proud of her." (Parent)

Improved school and learning experience:

"It has made it a lot easier for me to focus on what I'm learning in school – it improved my grades a lot because I wasn't distracted by any bad feelings." (Young person)

"I could see the girls were very receptive to the advice particularly even if they hadn't experienced grief themselves, it made them more aware of other people's challenges and struggles, so building that empathy at a young age." (Teacher)

"Completing the Buddy work in each of the classes from P4-P7 was so beneficial in helping

children recognise and deal with grief as well as being able to support their peers." (Teacher)

"Cruse helped us to work with the school to support [daughter] in finding ways that she could regulate herself, as she was crying all the time. I met with teacher – with Cruse's support – and we introduced flashcards – this simplest wee thing fixed something that could have escalated... They also helped us [as parents] – there was never a scenario where they weren't able to explain and offer strategies." (Parent)

Increased participation, leadership and influencing:

"My favourite part of the [Our Turn To Talk] conference was the 'Ask the Experts' Panel – it felt very fulfilling to have my voice heard." (YAG member)

"I did an interview and it was put on TV. It got out to many younger people and adults and I felt this probably made a great difference. It was also fun being on TV." (YAG member)

"Our voice and our vision – the project is led by YAG – we're respected, not viewed as a chore to be done – our ideas happen, we work with [Cruse staff] to make things happen." (YAG member)

"I never thought I'd be up speaking on a panel in Stormont." (YAG member)

"If they carry on doing this for generations, and empower the children coming through, we will see a different future in this country. These young people will turn into leaders, influencers in our city. It is very clear she sees things that are wrong and is willing to speak out." (Parent)

"Pupil took the Grief Ally programme off-site... to a wider group of young people of different faiths and multi-cultural [backgrounds]. Cruse delivered input to this and our pupil delivered an input on faith and grief." (Teacher)

"This pupil has been really empowered through leading this project this year – rather than being disabled by her grief, and I'm sure there were many moments like that, this was a very empowering experience to share." (Teacher)

Participant's views on the Somewhere for Us project:

"Being involved with Cruse has changed my life." (YAG member)

"Cruse is a wonderful thing to go to if you have lost a loved one." (Young person)

"Cruse has been a lifeline." (Parent)

"This is genuinely life changing stuff – it has been for my family." (Parent)

"It is a great, great honour to work with these children and young people." (Bereavement Volunteer)

"The support we were able to avail of was outstanding." (Teacher)

Positive impact on school policy and practice

"Since the work with Cruse, we're more tuned in to transition years now – we ask question about new pupils coming to our school." (Teacher)

"If someone comes back to school after being bereaved, you look them in the eye, shake their hand and pass on your condolences. Before this, we had a young person aged 15 whose Father died, and no-one acknowledged it when she came back." (Teacher)

"I had many valuable experiences, brilliant insights, learned many skills, which I am taking back to my school now [I am in a] leadership role. Since then, I got chance to work with my Head of Year – they are now taking the Cruse awareness raising sessions into school, doing a peer mentoring scheme." (YAG member)

Support through critical incidents

"The impact that they had on our school was phenomenal and for my staff to feel secure in how they handled two very difficult critical incidents; to know that our children were being supported and not just the ones who'd been impacted by the critical incident but those other little ones that we were able to get supported too." (Teacher)

"We felt so out of our depth when we were hit with the tragedy in our school. This course has really benefited the children to recognise the effects of grief and found a safe place to grieve and discuss their emotions." (Teacher)

"After [a suicide of teenager] we had a wee memory book and opened it up to children and young people to come into the youth club - we expected 5/6 young people to come, and I arranged for Cruse to be there for support. 50 kids turned up... we had to run it over three nights, cos 50 young people between 12-14 weighed in - they wanted to come and talk about [the young person] and how they were coping. Cruse supported us to do this. And the kids planted a tree in memorial garden at [school]." (Youth and Community Worker)



6.3 External Stakeholders views on value of project:

The project has been very well received by external stakeholders:

"I think it is fantastic. I'd love to see it [Somewhere for Us project] roll-out. Try not to dismantle anything that looks like it is working." (Dr. Patricia Donnelly, OBE, Department of Health, Chair NI Bereavement Network)

I want to congratulate Cruse for what was a hugely informative conference. The personal stories of the young people who participated were deeply impactful; the insights they gave were invaluable and they are to be commended for their courage." (Ronnie Armour, Deputy Secretary for Resources and Reform in the Department for Education)

"We are delighted to link with Cruse and the Somewhere For Us project, because there are times when we see that the school or a number of pupils may need extra support, and it is great for us to be able to hand over to Cruse's tried and tested model of support, which we know is very good." (Sheila Gamble, Independent Counselling Service for Schools {ICSS} Contract Manager, Children & Young Peoples Services, Education Authority)

"Somewhere for Us Project is very valuable – four children and young people a day are facing loss of parent in NI, and information about numbers of bereaved young people who end up in justice system, clearly the work that Cruse is doing has an effect." (Beverley Brown, James Browns & Sons Funeral Home)

"Cruse are the experts in this work – they understand the importance of early intervention and prevention work – the need to support children and young people, and those around them, at an early stage – providing information about grief and the impact it can have on children and young people, and getting support to people when they need it, so as to stop things escalating at a later stage and having a real damaging and long-lasting impact on lives, life choices, and on the public purse. For example, I know that Cruse's prisons work supports many adults who have suffered bereavement early in their lives. This work is so important – there is an absolute need for it." (Alderman William McCaughey, Former Mayor, Mid and East Antrim Borough Council, 2021–2022)

"It is great to see young people take the initiative to lead and provide that support for their peers. It helps young people to see other young people out leading on an issue – it makes the currency and strength of that support so much more relevant..." (Colin McGrath MLA)

"I believe I will be a better person, therapist, manager, parent, and volunteer by attending this conference. Please know you have all had such a special impact on all who attended today...Please keep doing what you're doing." (Somewhere for Us project's Our Turn To Talk Conference participant)

Recommendations

7.1 Service development

- **Cruse Bereavement Support develop a contract with every school/organisation receiving support,** setting out the service being provided, timelines for delivery, information being gathered by the organisation and how it will be used.
- **Youth Advisory Group pathway:** Develop clear and transparent pathway for membership to Youth Advisory Group which is representative across Northern Ireland, including identifying support for children and young people joining and moving on.
- **Bereavement Volunteers:** Recruit and retain new cohort of children and young people Bereavement Volunteers.
- **Collaborative working:** Continue to work collaboratively with statutory, private and community & voluntary sectors to ensure effective and efficient use of resources for maximum impact.

7.2 Continuous learning and improvement

- **Implement evaluation findings:** Share evaluation findings and recommendations and prioritise implementation.
- **Disseminate learning:** Write up project model – both in terms of work around bereavement and youth participation, including learning from Somewhere for Us and cumulative learning with 20 years working in this area. There may be opportunities for potential link with academic institutions.
- **Ongoing review:** Review all programme content to take cognisance of the suggested

changes offered by participants, as part of an ongoing commitment to continuous learning and improvement.

7.3 Influencing and engagement

- **Policy/public affairs/communications function:** Maximise profile and influencing role of organisation across Northern Ireland, drawing on expertise and evidence base regarding all aspects of bereavement in childhood and adolescence. Working with bereaved children and young people, develop a NI-specific policy/public affairs/communications function, in order to respond to the unique circumstances of Northern Ireland, where there are opportunities to influence at NI level, leveraging potential policy, funding, political opportunities e.g. presented by current work to develop NI Bereavement Strategy.
- **Social media strategy:** There are significant opportunities to reach and engage children and young people, raise awareness of the issues, promote best practice and influence decision makers. Time and resources need to be built into projects so that staff, working with bereaved children and young people, are supported to devise a social media strategy to help meet the aims of the project as well as serving the needs of the project.

7.4 Project Management

- **Extend reach of project:** Findings indicate that upscaling the reach of this project would be feasible, into more schools and wider community settings. Consideration should be given to offering the project across more locations/community settings in Northern Ireland; and taking the project to other sectors. These include, looked after

children, those at risk of or involved in offending behaviour, alternative education project, refugee & asylum system; community settings e.g. through youth and community groups – particularly where there are high levels of post-conflict-related trauma, poverty, mental health issues, social deprivation and inequalities; sporting clubs; uniformed groups.

- **Adequate resourcing:** Future development should look at how this programme can be funded to ensure that all schools can participate, and how the programme can be expanded into communities of need. Some measure of statutory funding for work with children and young people should be pursued.
- **Continued monitoring and evaluation of the programme outcomes** is essential. Logic model /theory of change could assist in devising outcomes framework going forward. Engage with schools/other sectors on possibility of working with them to identify indicators to measure improved outcomes for children and young people. Ensure rigorous systems of data collection and

information sharing, to facilitate evaluation of impact and outcomes achieved using robust research designs and methods. The organisation should develop an evaluation framework at the start of any Project, including collection and analysis of internal data, to ensure continuous learning and implementation of a responsive service.

Abbreviations

CYP – Children and Young People

YAG- Youth Advisory Group

Note of Thanks

We're grateful to everyone who took the time to contribute to this evaluation: the children and young people, parents, teachers and external stakeholders. Thank you for sharing your stories, experiences and insights with such openness, it is much appreciated. Our thanks also to the Head of Cruse Bereavement Support NI and Somewhere for Us project team for their time and commitment in helping facilitate this independent evaluation.

Click on the link to find out more about [Cruse Bereavement Support's Somewhere for Us project](#).



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- ^{viii}Policy Brief, The impact of Covid19 on Children, UN 2020 <https://unsdg.un.org/resources/policy-brief-impact-covid-19-children>
- ^{ix}Letter of Offer from National Lottery Community Fund NI Director to Cruse Bereavement Support Director, 24.02.22
- ^xLetter of Offer from National Lottery Community Fund NI Director to Cruse Bereavement Support Director, 24.02.22
- ^{xi}Email from Dr. Patricia Donnelly OBE, Chair of the NI Bereavement Network to Thelma Abernethy, Head of Cruse Bereavement Support, 1 December 2023





Resource for The Promise of Hope, Designed by the Youth Advisory Group

Cruse Bereavement Support provides information, support and signposting, to young people and adults who have been bereaved. We help people through one of the most painful times in life. To receive more information or support please contact one of our Cruse offices:

Armagh & Dungannon : 028 8778 4004 email : armaghanddungannonarea@cruse.org.uk

Belfast : 028 90434600 email : belfastarea@cruse.org.uk

Foyle : 028 71262941 email: foylearea@cruse.org.uk

Northern Area : 028 27666686 email: northernarea@cruse.org.uk

North Down & Ards : 028 91272444 email: northdownandardsarea@cruse.org.uk

Newry & Mourne : 028 95531000 email : newryandmournebranch@cruse.org.uk

Omagh & Fermanagh : 028 82244414 email: omagh@cruse.org.uk

National Helpline: 0808 808 1677

www.cruse.org.uk

www.hopeagain.org.uk