

LEARNING VISIT REPORT
Child Bereavement UK 12777

<p>1.1 Date of visit: 10/10/2017</p>	<p>1.2 Name of visiting Grants Officer: Geraldine Page, Grants Officer Lily Brandhorst, Grants Administrator Nadia Large, Business Apprentice</p>	<p>1.3 People met with: RM, PS, AD</p>
<p>1.4 Programme Area & Outcomes: Improving Londoners' Mental Health More children and young people receiving specialist help, resulting in improved mental health</p>		
<p>1.5 Purpose of the award: £103,000 over 3 years for the salary and on-costs of a f/t Bereavement Support Team Lead in Newham.</p>		
<p>MONITORING INFORMATION</p>		
<p>2.1 Project Outcome 1: Improved Communication: 360 children and young people in Newham, bereaved of a parent or sibling or someone close to them, will be given skilled bereavement support Progress made: In the last year 106 new referrals for support were received, a 179% increase from the previous year. 125 adults and 151 children accessed support. A total of 931 hours of support were given, with 447 hours being given to adults and 484 hours to children and young people.</p>		
<p>2.2 Project Outcome 2: Confidence and Resilience in Grief: 360 children and young people in Newham will access knowledge and understanding through bereavement support Progress made: Due to the confidential and personal nature of the bereavement support provided, and the turmoil facing families, it can be difficult obtaining information about the difference support has made. CBUK therefore uses a range of methods including evaluation forms, case notes and feedback given. Recent Evaluation has found that CBUK's work in Newham has had a positive effect.</p>		
<p>2.3 Project Outcome 3: Reduced Isolation: 60 children will attend a Children and Young People's Support Group (for 4-11 year olds) and 24 young people will have attended a Young People's Advisory Group Progress made: The team has reviewed the way support is given as the established national model presented challenges. They are now focussing on small events to build relationships between young people. In February, they attended a theatre performance about bereavement and grief called Thrive. Afterwards they spent time hearing the cast's experiences and asking questions.</p>		
<p>2.4 Project Outcome 4: Improved parenting/carer skills resulting in improved lives for children and young people: 275 bereaved families in Newham will have attended support activity. Progress made: The families from the first group have continued to support each other, meeting up in June and August. One parent said, "It's good to have that shared sense of loss".</p>		
<p>2.5 Project Outcome 5: Improved Community and Educational Awareness: CBUK</p>		

will provide awareness-raising, training, advice and support to at least 70 local schools, colleges and community groups resulting in greater confidence for teachers and other professionals working with bereaved children and young people.

Progress made: There has been some success in working with local schools with 16 referrals made following communication with school staff. Attendance at the Newham College event raised awareness of CBUK and led to 2 referrals. A strong relationship has been formed with Langdon Academy and support is being offered to pupils and families from within the school.

GRANT OFFICER COMMENTS

Initially the project was slow to get off the ground and was below targets in year 1. Now in year 2 it has built its reputation and is becoming a household name. A Royal visit in January received significant media coverage both locally, nationally and internationally. Your officer was impressed with how the organisation has built up the service and the standard of care it gives to its service users. It is an essential service to those who need it under very difficult circumstances. Your grant has enabled CBUK to secure further funding and expand the service to West London.

Some key learnings from the Newham project include:

- Working in areas of deprivation: families who have complex or multiple needs struggle to engage with the support available from Child Bereavement UK. Often grief is suppressed to focus on other key areas linked to deprivation; food, schooling, seeking benefits. This can affect their ability to seek support. Families often find it hard to get to the Centre and the Newham team often spends more time supporting people by telephone because of this. Newham also has great diversity, with a considerable number of different languages spoken; this adds greater challenges in the provision of training, support and information.
- Family Engagement: Due to the complexity of family situations in Newham, families take longer to engage with the service and confirm appointments. Offering telephone support as well as offering support in other venues (schools, homes) as an alternative to travelling to the Centre, is encouraging more people to access support. The team is currently exploring other possibilities to reach and engage with families. These include more involvement with community centres and libraries.
- Awareness and Referrals: There is a direct correlation between referral numbers and community awareness. Since the appointment of a Communications and Fundraiser Officer the activity in the community has increased. A higher number of local organisations have agreed to raise awareness and signpost people to the service. This has in turn led to a 179% increase in new referrals.

Following the attack in London Bridge, Child Bereavement UK responded quickly to provide a Bereavement Awareness study day in East London. The training provided key support and guidance to professionals in the area who were anxious about having the answers to questions and the confidence to provide support to the children in their care.