

# OUR IMPACT 2018/19



## Why we're here?

Cruse Bereavement Care Scotland is Scotland's bereavement charity: we are a unique charity that has a positive impact throughout the country.

Around **230,000 people in Scotland are bereaved every year**.

Research indicates that 20-30% of people who are bereaved need third party support to understand and cope with their grief, and we know bereavement can have a negative impact on people's wellbeing and their social and financial circumstances.

Bereaved people living below the poverty threshold can have more complex bereavement issues and grief can adversely affect people's financial circumstances through extended periods of absence from work or reduced productivity. Over the last few years **25% of our clients live in Scotland's most deprived communities**, rising to 57% in Glasgow and 48% in Dundee. This highlights that Cruse's services are crucial in areas of multiple deprivation.

Cruse offers a range of services to people who are bereaved, these are:

- National bereavement helpline
- Information and advice
- One-to-one counselling and listening
- Specialist support for children, young people and families
- Group and peer support

Our community-based bereavement support services are open to all, at any time on the grief journey, regardless of circumstances and are delivered by a team of dedicated and highly trained volunteers.

We also provide external training such as on-line modules available to all NHS staff. In 2018/19, in collaboration with schools, **we developed and delivered a training programme to teaching and support staff in 59 schools** and launched an online Schools Bereavement Toolkit to help staff support bereaved children and young people.

This Report provides a snapshot of our achievements in 2018/19. Demand for our services continues to grow and our challenge is to continue to meet that demand, building resilience and improving the wellbeing of bereaved and grieving people in Scotland.



## You've made me feel happier

Maisie was seven when her father died suddenly from a brain tumour and Maisie was seen by Ida, her supporter, over an 18-month period.

Support for children and young people is unlimited because their grief goes through different stages at different ages. In a card, Maisie wrote: "You have made me feel amazing and a lot better about my daddy dying, which is sad, but you've made me feel happier. Ida this is for you: you really made me feel confident and stronger."

Maisie's mother, Alison, said of Cruse's support: "The support given to Maisie has been invaluable. Not only has she helped Maisie to process her own feelings around grief, she's also helped me greatly by just being there. The sudden loss of Gareth was earth shattering for us all and as Maisie's mum, I just wanted the best support possible

for Maisie at such a traumatic time. A chat to Ida would always help, and it was lovely to have this professional support at my fingertips. Loss is frightening, and Ida helped ease this pain by empowering me as a mum."

Both Maisie and her mother took part in **A Day to Remember**, which brings together bereaved families to share their experiences. For Maisie and Alison, the day marked a turning point: "This day had a profound impact on both me and Maisie and we left feeling like a weight had been lifted off our shoulders knowing that we weren't alone in our situation."

Alison added: "My wish is that every child who experiences such a tragic loss could have that special someone to help them through it. Thank you, Cruse for being there when we needed you most."



# Proud of the difference we've made

Our evidence-based service evaluation show that Cruse Scotland intervention has a significant impact.



**90%**  
clients reported significant impact in wellbeing



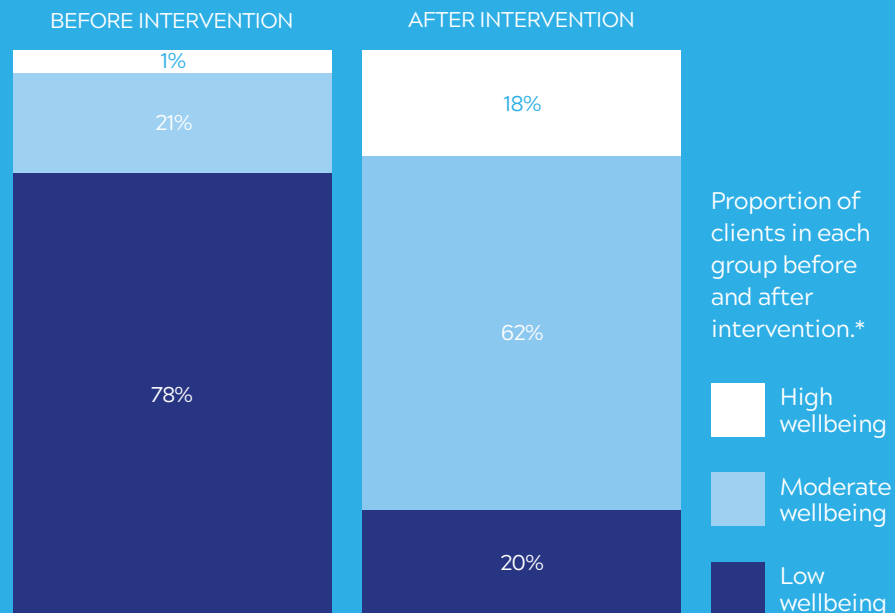
**94%**  
felt able to return to work (if employed)



**91%**  
reported being able to focus more



**80%**  
clients visited GP less often



One year

Cruse Scotland isn't just one team or one service. Our range of services covers many sectors and offer support throughout the year.



## Providing information, advice and reassurance

14,676 calls received on National Bereavement helpline  
56,037 visits to website  
4,418 packs sent out to people who were bereaved  
66% of our clients are signposted to Cruse Scotland from their GP or other NHS adviser  
Introduced webchat and online enquiry system



## Counselling/Listening sessions

439 adults attended 825 early support sessions (within first six months of their bereavement)  
1,202 adults assessed for bereavement needs  
1,078 adults attended 5,112 listening/counselling sessions



## Volunteer Involvement

The charity would not survive without the contribution of volunteers  
190 volunteers provided bereavement support  
29,000 hours - equivalent to over 800 working weeks



## Children and Young people

133 children and young people attended 915 specialist support sessions, tailored to their needs  
952 parents and carer received support: 1,609 children/young people supported indirectly



## Support groups

Four Step-by-Step social support groups ran in Fife  
Monthly support groups took place in Dalkeith, Hamilton and Glasgow

statistics



## I would not have coped without her help

Linda recently completed the epic 96-mile West Highland Way in aid of Cruse. "The experience was amazing and at times, due to very sore feet, hard work and I almost gave up. Knowing Cruse would benefit from the sponsor money kept me going."

Linda attended nine counselling sessions with Cruse after the loss of her mother. "I wasn't coping, and I experienced lots of different emotions from regret, guilt and overwhelming grief to emptiness, numbness and heartache. I was with my mum at the end and I found it very difficult."

With counselling, Linda discovered all these feelings were part of the grieving process: "What was invaluable was being able to pour my heart out to someone who did not judge me. My counsellor, Irene was very sympathetic, and I really believe I would not have coped or moved on without her invaluable help."

Linda is now planning her next walking adventure to raise more money for Cruse Bereavement Care Scotland in order "to help Cruse receive the recognition it deserves."

Linda



## My role is to provide a space to talk

Guy became a volunteer at Cruse because his own personal experience of counselling, during a time of bereavement, helped him "find a way through the loss and pain".

After a career in industry, Guy recently returned to university and is currently in his third year of study and training for a Postgraduate Diploma in Counselling. Volunteering for Cruse "just seemed to make sense - I wanted to be able to give something back."

In order to become a Cruse Counsellor, Guy undertook Cruse's Specialist Course in Bereavement and has since found "the Cruse community to be welcoming and

supportive - with regular meetings with other volunteers, training events and an environment that nurtures, encourages and trusts."

Guy feels passionate about the work he does: "As a volunteer, my role is to provide a space to talk it through, to be the listening ear, to be with those that reach out. Listening, working through grief or simply being with someone as they share, is such a privilege. To be with someone in that space, on part of their journey, can be so meaningful."

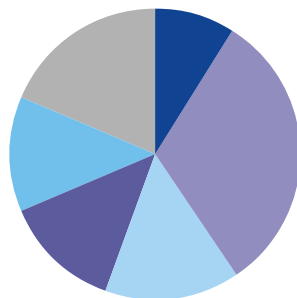
As his own development progresses, Guy hopes to extend his counselling career while continuing to volunteer at Cruse.

Guy, volunteer

# Funding

In 2018/19 Cruse Bereavement Care Scotland incurred a loss of **£101,886** which was met through reserves.

Local Authorities - £50,932	NHS - £72,067
Scottish Government - £174,069	Charitable Trusts - £69,745
Donations/Earned income - £82,731	Funding shortfall - £101,886



Expenditure £551,430\*\*

## Support us

To respond to unmet demand, we plan to recruit and train more volunteers to become call-handlers on the helpline, as well as specialised bereavement listeners/counsellors. We want to improve how we reach people using digital resources via our website, electronic information, eLearning materials and online counselling.

We need your help to achieve this through:

- Financial support to fund these developments
- Volunteers providing bereavement support

If you have time and skills to help us, please email [info@crusescotland.org.uk](mailto:info@crusescotland.org.uk) or call **01738 444 178**.

You can donate to or fundraise for Cruse Bereavement Care Scotland Cruse via [justgiving.com/cbcs](https://www.justgiving.com/cbcs).

If you require bereavement support, call our National Bereavement Helpline on **0845 600 2227** or visit [crusescotland.org.uk](https://www.crusescotland.org.uk) (calls cost 5p per minute plus your networks access charge).

\*Results spreadsheet Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS) © NHS Health Scotland, University of Warwick and University of Edinburgh, 2006, all rights reserved. \*\*This information is taken from our annual financial statements audited by Morris and Young CA. Copies of the annual accounts incorporating the Auditor's and Directors' reports are available from the company office.

Registered Office: Cruse Bereavement Care Scotland, Suite 4/2, Great Michael House, 14 Links Place, Edinburgh EH6 7EZ. Cruse Bereavement Care Scotland is a company limited by guarantee, no. SC218026 and a registered Scottish charity, no. SC031600.