

IMPROVING SIGNPOSTING TO BEREAVEMENT SUPPORT AND INFORMATION IN SCOTLAND

Our shared vision for signposting to bereavement information and support in Scotland:

People who are bereaved, or who are anticipating bereavement, can easily find out where to go for information and support that suits their individual circumstances.

More specifically:

- People whose circumstances mean they don't proactively access information and support are encouraged and supported to do so.

- Everyone can independently access relevant, up-to-date signposting information in their preferred way, whether that be from a person, a website or hard-copy information.

- Information is understandable and accessible for everyone no matter their language, location or personal circumstances.

- Everyone, particularly those most likely to be in professional contact with bereaved people, feels able to help someone who is bereaved find appropriate support and information.

This vision and theiry of change was developed by a collaboration of people working in the bereavement sector in Scotland, at 'Talk to Action' events held in January and March 2024. This work was facilitated written up by Good LIfe, Good Death, Good Grief and the Bereavement Charter Group. Moving from TALK TO ACTION on bereavement

IMPROVING SIGNPOSTING TO BEREAVEMENT SUPPORT AND INFORMATION IN SCOTLAND

ACTIVITIES OUTPUTS INPUTS Output A: Training to enable people across various public-facing rolls to feel able to initiate signposting conversations with bereaved people. Ideally this should include: Money see p.2 police, fire service, teachers, registrars, funeral directors, social workers, faith leaders, employers, trade unions, and primary care staff. **Output B:** Networking opportunities that enable those most likely to be Time approached for bereavement see p.3 information to signpost effectively, and funding to enable staff to take up these opportunities. This should include GPs and primary care staff, education staff, and those working in the bereavement sector. (A 'no wrong door' approach.) **Output C:** What else? see p.4 **Output D:** see p.5 2

SHORT TERM OUTCOMES

MEDIUM TERM OUTCOMES

LONG TERM OUTCOMES

Everyone, particularly those most likely to be in professional contact with bereaved people, feels able to help someone who is bereaved find appropriate support and information.

People whose circumstances mean they don't proactively access information and support are encouraged and supported to do so.

Everyone can independently access relevant, up-to-date sianpostina information in their preferred way, whether that be from a person, a website or hard-copy information.

Information is understandable and accessible for everyone no matter their language, location or personal circumstances.

People who are bereaved, or who are anticipating bereavement, can easily find out where to ao for information and support that suits their individual circumstances.

A well-publicised, stably funded, upto-date central resource, accessible by phone, email and website, where people can easily get information about bereavement and/or direction to appropriate bereavement support for their personal circumstances.

Activities to raise awareness of the impact of bereavement and where to go for more information/support if you are bereaved or want to help someone who is bereaved



ACTIVITIES CONTRIBUTING TO OUTPUT A

Exploration of other ways of educating people, eg the charter mark model.

Promotion/relationship building across sectors to encourage people and organisations to take up training/education around bereavement..

Establish a working group of interested parties to drive forward this area of work..

> Develop a needs assessment to find out what training people need

Piloting of Schools Bereavement Charter Mark

> Bereavement Charter Mark for Employers and surrounding promotional work.

Output A: Training to enable people across various public-facing rolls to feel able to initiate signposting conversations with bereaved people. Ideally this should include: police, fire service, teachers, registrars, funeral directors, social workers, faith leaders, employers, trade unions, and primary care staff.

Evaluation to see if activities are making a difference.

Faith in Older people work with faith communities. Development/collation of appropriate training and education resources. Potentially different resources for different groups. (Various resources already exist that might be drawn on, eg Cruse Scotland training, Sue Ryder Grief Kind classes; bereavementfriendly workplaces toolkit.)

> Bereavementfriendly workplaces toolkit

Last Aid (delivered to emergency services in Highland)

End of Life Aid Skills for Everyone (EASE) NES

Bereavement

work including

films and webinars.

Delivery of training.

CBUK bereavement training for teachers

ACTIVITIES CONTRIBUTING TO OUTPUT B

Promotion/relationship -building across sectors to encourage people and organisations to see the value of this and join networks around bereavement...

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on bereavement

Establish a working group of interested parties to drive forward this area of work.. E-bulletins from GLGDGG, SPPC, NES... others?

Output B: Networking opportunities that enable those most likely to be approached for bereavement information to signpost effectively, and funding to enable staff to take up these opportunities. This should include consideration of GPs and primary care staff, education staff, and those working in the bereavement sector. (A 'no wrong door' approach.)

CBUK runs local networks for people working in the bereavement sector and an annual national get-together.

Create networking opportunities

specifically for the groups we want to

taraet - find out what works best for

these groups eg online/face-to-face;

local/national; recorded webinars;

sessions at existing meetings of these

groups.)

The National Bereavement Alliance runs monthly webinars for the bereavement sector.

Evaluation to see if activities are making a difference.

ACTIVITIES CONTRIBUTING TO OUTPUT C

Apply for funding to establish a (or expand an existing) service of this kind.. A system annually to check with people /organisations if information is up to date and correct - people should have a reminder that they have a responsibility to do this.

Organisations proactively ensure their details are updated on existing signposting / websites.

Existing websites that provide signposting or information about bereavement support proactively check that their information are comprehensive and upto-date.

Establish a working group of

could include considering how, in

the absence of one central

resource, those currently

providing elements of this service

(eg networking by CBUK, phone advice by Cruse Scotland, web

signposting by At A Loss) could

further collaborate.)

interested parties to drive / forward this area of work. This

on berequement

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Output C: A well-publicised, stably funded, up-to-date central resource, accessible by phone, email and website, where people can easily get information about bereavement and/or direction to appropriate bereavement support for their personal circumstances.

> Evaluation to see if activities are making a difference.

At a Loss, NHS Inform, ALISS,. wwwlgoodlifedeathgrief .org.uk

> People who come into contact with bereaved people stay updated about support available.

ACTIVITIES CONTRIBUTING TO OUTPUT D

Children's Grief Awareness Week

on berequement

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To Absent Friends festival

Promotion/relationship building across sectors to encourage people and organisations to take up training/education around bereavement..

Establish a working group of interested parties to drive forward this area of work.. Demystifying Death Week

Grief Awareness Week

Output D: Activities to raise awareness of the impact of bereavement and where to go for more information/support if you are bereaved or want to help someone who is bereaved

(EASE)

Organisations and individuals actively participate in existing awareness activities, eg Demystifing Death Week, To Absent Friends, Children's Grief Awareness Week,National Grief Awareness week. For example by using their communication channels and networks to share information, or organising one-off events for communities, or engaging with local workplaces to encourage them to adopt the bereavement charter, or engaging with local media to raise awareness, or whatever other activities they think will help.

> Bereavement Charter Mark for Employers and surrounding promotional work.

Evaluation to see if activities are making a difference. Faith in Older people work with faith communities. End of Life Aid Skills for Everyone

CBUK bereavement training for teachers NES Bereavement work including films and webinars.