

IMPACT REPORT 2023/24





THANK YOU FOR HELPING US TO REACH AND IMPACT THE LIVES OF 82,079 BEREAVED CHILDREN AND YOUNG PEOPLE THIS YEAR.*



To hear more from our Youth Team, please scan here.

*Figures throughout this report pertain to the period of 1st April 2023 to 31st March 2024

INTRODUCTION FROM OUR CHAIR OF TRUSTEES, LIZ GRATTON

I would like to start by expressing my thanks to those who support Winston's Wish. Without your kindness, contributions and efforts, none of what we achieve as a charity would be possible, and the children, young people and their families who turn to us for help when they need it most would continue to struggle. Thank you.



We are a charity committed to ensuring that no child or young person should face grief alone. It is a cause close to my heart, my own dad died when I was 12 and my sister was 10. This was 1978, he was 39 years old, and his death was shocking and unexpected. I often wonder what my life would have been like, or what sort of person I would have become, if I had been able to turn to Winston's Wish, which of course did not exist back then. It is impossible to know, but I certainly want to do my bit to ensure that other children receive the help they need that was not available to me.

This year, Winston's Wish has reached and impacted the lives of 82,079 bereaved children and young people, more than ever before! However, as a sector we still miss too many children and young people, those who either aren't aware of the support available or who are unable to access our services, and our future work will focus on how we can reach more children, more effectively. We need to meet children and young people "where they are", and we are exploring how best to do this.

We hope that you will continue to support us on our journey to build a society where no child or young person grieves alone.





YOUR SUPPORT HAS ENABLED US TO REACH AND IMPACT THE LIVES OF MORE BEREAVED CHILDREN THAN EVER BEFORE.





bereaved children and young people reached and impacted by our bereavement and training services. Of the total number of bereaved children and young people referred... ς γ

24%

had special educational needs and/or disabilities and

13.5%

of children and young people supported were identified as being from Black, Asian, and other under-represented groups



Our bereavement content reached **5,042,178** digital users.

36,723

bereaved children and young people reached through training delivered in schools, businesses, organisations and community groups across the UK (up 21%)

of those who accessed our bereavement services said their experience of Winston's Wish was positive







signed our petition to government to officially record data on the number of bereaved children in the UK.

active Youth Ambassadors shared and used their lived experience of bereavement to advocate for better support for grieving children and young people.

active Community **Ambassadors** helped to raise essential awareness and funds for Winston's Wish in their local communities.



Through our on-demand digital bereavement services:



supported through our helpline





supported by email



supported by live chat

E2.528.44



of income generated, 90% of which was generously donated by supporters through donations and legacies.

HEAR FROM THE PEOPLE YOU'VE HELPED SUPPOR

"I just wanted to thank you for facilitating the support group that Archie* attended. He says he found it really good. I think that having the dedicated time to think about his Daddy and celebrate and share some of his memories of his dad has helped him focus on those positive feelings rather than dwelling on his sadness, worries and anxieties"

Parent of 10-year-old Archie (name changed at family's request)

"When I was a child, Winston's Wish made my life a little more bearable and I'm extremely grateful for them."

Martyna

"I've had to contact so many organisations over the years about so many different issues. Often, they end up not being able to deliver and there are always such strict criteria. They are also often difficult to get hold of. This was such fast, caring and helpful support."

Professional using live chat

"Your website and resources have been an absolute inspiration for help and guidance!"

Ask email service user

I really have Winston's Wish to thank for the act of writing about grief. I think if I hadn't had starting writing articles about grief for the charity, then I wouldn't have been able to write my own play about it."



"Thank you so much for helping me today and keep doing what you are doing because everyone at Winston's wish is amazing you are helping so many young people like me thank you Winston's Wish"

Bereaved young person

"You have honestly made such a difference to my day, I feel more positive and I cannot thank you enough. I feel so lucky that you guys exist."

Bereaved young person

"Thank you for giving me the opportunity to further a cause that I care about and feel that I can contribute to. Fairly early on after my mum's accident, I told myself that I'd generate some good that wouldn't have occurred otherwise; it's a tragedy that my mum's no longer here, but if no good was generated as a result, then that would be even worse."

Angus, Youth Advisor



This has been so helpful and informative. I have experienced grief from the age of 12 years old. I am now 24, and I am kind of grieving the fact that I will soon lose my mom. I will definitely get in touch for support from Winstons Wish for both myself and my younger brother."

Young person attending our Grief Talk for 16-25 year olds.

"I came away feeling more confident around using the right terminology with children, young people and adults. There was great content and lots of great strategies to use. I feel so much more confident around supporting children and schools around grief now."

> Teacher attending a Winston's Wish study day

HAYDEN'S STORY

On the 22nd November 2022, I lost my Nan. Her passing was really unexpected. My nan got ill quite often, however this time it was different. The pain I felt the day she passed, is a pain I've never felt since. My nan was the first person I had lost close to me, but not only was she my nan, but she was one of my biggest supporters and friends.

It took me ages to finally accept that I wasn't okay, and it wasn't until March 2024 that I finally started talking about my nan's passing. One of the first things that Winston's Wish recommended to me was making a memory jar. In this memory jar I now have 5 key memories of my nan, and it's one of my favourite things. It helps me remember such things as her at Christmas, and her funny jokes.

I received 8 weeks of counselling, and it was honestly one of the best things I had agreed to.

The counselling sessions really helped me realise that the way I was feeling was okay to feel. And that grieving a loss was not as straight forward as I believed it would be. It really helped me open up and talk about things that I had not yet spoken about, like the secondary losses. When my nan passed, she had just moved into her own bungalow and had all these plans and



things she wanted to do with us grandchildren, but got poorly so quickly that she did not get to do them. I realised that the thought of that was also something that I had really been struggling with too and then speaking about them really made it easier for me to come to terms with.

Overall, without the counselling sessions I really do not think that I'd be as comfortable as I am now talking about my nan's death.





For more stories from families you have helped us to support, please scan here.

SPOTLIGHT: TOLKGRIEF"

AN ONLINE SPACE FOR GRIEVING TEENS AND YOUNG ADULTS

With the help of our Winston's Wish youth team, and with input from another 150 bereaved young people across the UK, we co-produced and launched a brand and website specifically for bereaved teenagers and young adults between the ages of 13 and 25.

Why? People's understanding of bereavement varies with age and so does the guidance Winston's Wish offers. How we'd advise a parent to talk to a grieving 7- year-old differs greatly from the guidance we'd offer directly to a 17-year-old. Whilst younger audiences require a softer approach, our youth team tell us they want to talk about grief unfiltered and uncut. I want to say it like it is. I want to say it's \$@*! and it really f&\$%(" hurts. I also want to say that sometimes I find the whole situation funny. But I don't always feel I can say that kind of stuff in front of my family."

Winston's Wish Youth Team Member, aged 23.

It's important that bereaved young people of all ages feel that they can access appropriate and relatable grief information and support, and so Talk Grief was created to fill the gap for teenagers and young adults.

The site offers a real and authentic view of grief from a young person's perspective and provides access to advice and tips on managing grief from bereavement experts. "I think it (Talk Grief) is great and definitely what is missing for teenagers and young people to talk about grief. I love that you can create an account to save articles/info that mean something to me."

GRIEF IN COMMON - A YOUTH TEAM PODCAST

This year our youth team – a collective of 76 young people between the ages of 8 and 25 with their own lived experience of bereavement – launched the Grief in Common podcast. Giving young people a platform to share their experiences and stories of grief, the team have so far recorded 22 episodes on a wide range of topics including 'is it ok to laugh about your grief?', 'how do you deal with grief at school?' and 'death, dating and stepparents – experiences after a parent dies' to mention just a few.



To listen and find out more about the Grief in Common Podcasts please scan here.



MY STAND OUT MOMENT...

OUR YOUTH TEAM SHARE THEIR 'STAND OUT' MOMENTS FROM THE LAST YEAR

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...as Winston's Wish Youth Ambassador this year, was delivering a petition to 10 Downing Street. We currently do not know how many young people are experiencing bereavement following the loss of a parent or guardian.



The petition was looking to amend death certificates to state how many dependents under 18 that person had. This would help Winston's Wish and other governing bodies to better provide support for grieving young people across the UK. It was brilliant to get to visit Downing Street, and to take a huge step towards getting the Government to debate how we better help and protect young grieving people moving forward."

Ghislaine, Youth Advisor since November 2022.



...was joining the Youth Team, allowing me to share my voice by creating content and poetry for social media as well as taking part in research sharing my own lived experiences."



Eden, Youth Ambassador since March 2024

"...is attending the live Grief Talk and then offering feedback about how it could best be adapted to support the immediate needs of grieving young people. These opportunities are what truly make Winston's Wish authentically youth led."

> Jard, Youth Advisor since May 2023

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...is sharing my experience with grief at university. Moving to university is a big life change and adding grief into the equation makes it even more daunting. I hope sharing my experience has helped others know they're not alone."

> Daisy, Youth Ambassador since January 2024



To hear more from our Youth Team please scan here

SPOTLIGHT: BEREAVEMENT SERVICES

We continue to pioneer and lead the way in delivering a children and young people's bereavement service that is accessible, efficient, and digitally-driven.

We recognise that every child and young person grieves differently, and there's no 'one size fits all' approach to bereavement support. When a child, young person or supporting adult reaches out for support, their individual needs and complexities are carefully considered by our bereavement team and suitable recommendations for support are given.

We provide support in a number of ways:



Access to useful information, resources and publications to help educate and inform about grief.

Instant online support from a Bereavement Support Worker. Our team offer real time support over the phone, on live chat or via

email between the hours of 8am and 8pm, Monday to Friday. There's no need to book an appointment and no wait lists.





Facilitating peer support groups and one-to-one individual sessions for those with additional and/or complex needs. This year our we reached and impacted the lives of **44,191 children and young people** via our on-demand services:

18,734

reached and supported through our **helpline**

18,287 rea

reached and supported by **email**

reached and supported over **live chat**

This year saw us extend the hours of our live chat, an online instant messaging service which connects users directly with a bereavement support worker. Extending the live chat to 8am to 8pm saw us facilitate more conversations with bereaved young people than ever before.

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I really appreciate being in the group and have really liked meeting everybody there. They just 'get it' I can't really explain it. It helps. I think I will sleep better tonight.

Group Attendee, aged 14



CHILDREN'S ATTITUDE TO GRIEF (CAG) SCALE

We have been working closely with Dr Linda Machin (Keele University), Dr Emily Harrop and her research team (Cardiff University), and Dr Lucy Selman (University of Bristol) on the validation study of this child-specific outcomes tool.

The CAG, which is adapted from the Adult Attitude to Grief Scale, explores how a bereaved child or young person is responding to and coping with their grief. Winston's Wish and the research team have held focus groups and also conducted interviews to analyse and finalise the wording of the CAG. The revised version will be field-tested with c.250 children and young people receiving bereavement support to help further determine its suitability for use in clinical practice at Winston's Wish and beyond. A pictorial version of the scale for use with young children and those with additional needs is also being developed.

ENABLING CHILDREN AND YOUNG PEOPLE TO TAKE CHARGE OF THEIR OWN GRIEF JOURNEY

Prior to the implementation of our 'Break the Script' strategy April 2022, the majority of children and young people were referred into our services by the adults supporting them. In April 2023 we made the decision to empower young people aged 13 or over, where appropriate, to make their own referrals for support. This was a significant move and resulted in 28% of all referrals received in 23-24 coming directly from children and young people aged 13 or over. The ability for young people to self-refer for bereavement support services is a crucial step in addressing youth mental wellbeing and bereavement needs. This empowers young individuals to seek help on their own terms, reducing barriers to access and break down feelings of stigma. This is a hugely positive step in our ability to connect with young people and meet them "where they are".

SUPPORT GROUPS

Our online peer support groups for young people and parents provide young people and their families the opportunity to speak to others who have gone through similar experiences in a safe and protected space.

This year we made some changes to our support groups moving from a five-session monthly model to a five-session weekly model. This was as a result of feedback from bereaved children and young people, parents and professionals who felt that concentrated sessions resulted in better support and the ability to create closer bonds with other bereaved children and young people. We also took the move to schedule group sessions around participants' availability as opposed to pre-set times which has allowed for greater engagement across the group membership. Groups are age based and offer a therapeutic facilitated peer support space. Feedback has been incredibly positive from both children and young people and parents who have attended alongside their children (particularly the under 7s group).

Some feedback from participants:

"It was nice to see others. Being with other people felt more welcoming, even though I was a bit nervous at some bits"

"It helped me to know that I'm not the only one who has lost someone when they was young"

"As a dad of a daughter who lost her mum to cancer, it was incredibly reassuring to connect with other parents, especially mums, who shared their insights and experiences with raising teenage daughters."

VOLUNTEERING



COMMUNITY AMBASSADORS

Community Ambassadors are volunteers who champion Winston's Wish in their communities. They are the voices of Winston's Wish in their local area and are essential in helping us ensure grieving children, young people, families and professionals know who we are and how to reach out for support. As well as raising awareness they are also essential in helping inspire local fundraising efforts.

We were delighted to recruit 23 Community Ambassadors this year. **One such Ambassador is Paul James.** Paul discovered Winston's Wish when attending Glastonbury festival in 2023. "I knew that I had found the charity for me," says Paul.

"It chimed with me so strongly. It was like finding another family, one with skilful and dedicated people who knew how to support children and young people through their grief. I haven't looked back since."

Paul's motivation comes from his own experience of loss. "My dad suffered a catastrophic stroke when he was just 47. He died in hospital a short while later, a few days before my 14th birthday, leaving behind me, my brothers, my mum and my sister."

Paul believes he and his family's life would have been greatly improved by more support after their loss and now dedicates himself to "making sure that no other child or young person suffers a similar experience" to the one he did.



To see all of our volunteering opportunities please scan here

ON-DEMAND Volunteers

In January 2024 we welcomed a new set of volunteers who assist our bereavement teams to provide support, advice and information for children and young adults, as well as family members and professionals who call our helpline. Our volunteers undertake almost 40 hours of extensive training before commencing a weekly 4-hour shift for a minimum period of nine to twelve months.

Since recruiting our volunteers the team have completed a staggering 116 hours of support over 105 calls.



Dominic Simpson has been a volunteer for Winston's Wish since 2020 and started his role as an On-Demand volunteer in January 2024.

"I wanted to be involved through an appreciation of how valuable the support provided is for children and

young people and their families. I was bereaved as a child and did not have access to any such support which made navigating through life that bit harder. I wanted to volunteer with Winston's Wish to try to ensure others don't have to go through the same experiences that I did.

"(Being a Winston's Wish On-Demand volunteer) has honestly been one of the most rewarding experiences of my life! Everyone makes you feel so welcome and treats you like one of the team, even if we are only around for a few hours each week. The satisfaction gained from supporting those in need is immense."



OUR WORK IN SCHOOLS AND EDUCATIONAL SETTINGS

We are dedicated to ensuring that children, young people, and the communities around them receive the support that they need in the wake of bereavement.

This year has seen remarkable progress in our efforts, particularly within schools and educational settings. Through our responsive training programmes, newly developed resources, and the continued generosity of fundraising initiatives, we are helping schools create environments where bereaved students feel understood and supported.



We delivered 46 sessions of our newly launched **Rapid Response support** - helping schools in the immediate days and weeks

following a death in the community. These have been received very well and reflects the critical need for timely bereavement support.

Our clinical team have developed **new resources** to enhance the support we offer to schools, including a comprehensive Schools Pack with information and advice for teachers,

and a Parent/Carer Pack that equips families with strategies to help them support their young people through grief.







Wansdyke Primary School in Bristol



Through training delivered in schools, businesses, and community organizations across the UK, we have **reached 36,723 children**

and young people, representing a 21% increase from the previous year.



Our free resources for schools, such as lesson guides, bereavement policy templates, and guides for supporting grieving children in education, have continued to be widely utilised.

Schools have played a pivotal role in raising funds for Winston's Wish, with approximately 2,400 children participating in our annual Wear Wellies campaign, which raises both awareness



of childhood bereavement and vital funding. Together, schools throughout the country have raised an estimated **£36,000** this year, contributing significantly to our mission of supporting bereaved children across the UK.

PARTNERSHIPS



PETITION TO RECORD CHILDHOOD BEREAVEMENT DATA

In July 2023 Winston's Wish, in collaboration with Child Bereavement UK and The Childhood Bereavement Network, initiated a petition aimed at the UK government to call for the official recording of data related to childhood bereavement. The petition garnered significant support, amassing over 11,000 signatures and an open letter signed by more than 30 organisations within the bereavement sector.

On July 11th 2023, bereaved young people delivered the petition directly to 10 Downing Street. The government's response highlighted their awareness of the challenges faced by bereaved children and emphasised ongoing efforts to improve mental health support services, however they maintained that there are no plans to change how deaths are recorded officially. Work continues to raise awareness of the needs of bereaved children and young people and capture accurate data at a policy level.

Windward Yww Full eirele partnership WINSTON'S WISSE WWW

WAY - WIDOWED & YOUNG

In November 2023 we launched our transformational partnership with WAY – Widowed & Young, the national membership organisation which supports people who have been widowed before their 51st birthday.

Following feedback from WAY members that four out of five bereaved parents didn't feel they were able to provide enough support for their grieving child, the partnership was established with the aim providing:

- **1. Mutual Support for Families:** Both charities refer bereaved families to each other's services as preferred providers.
- 2. Provision of Resources: Creating and sharing tips and advice aimed at helping parents support their grieving children effectively, including sharing resources that can assist in navigating grief as a family unit.
- 3. Campaigning for Improved Services: Together the charities engage in campaign and policy work to advocate for better services and experiences for bereaved families.

EQUITY, DIVERSITY AND INCLUSION

WINSTON'S WISH IS COMMITTED TO Achieving our vision of a society in Which every child can get the help they Need when someone close to them dies.

This belief is at the heart of everything we do at Winston's Wish and our equality, diversity and inclusion (EDI) strategy is essential to achieving this.



As part of our commitment to inclusivity, all staff participated in 'Race Ahead: Anti-Racism' training, covering topics like racial disparities, privilege, and allyship, leading to the creation of an anti-racism policy and a company-wide position on race language. We also deepened our understanding of cultural diversity in grief by hosting events with speakers on grief practices during Ramadan, Nigerian funerals, and Gypsy and

Roma Traveller traditions. These actions reflect our ongoing dedication to learning and ensuring our services meet the needs of diverse communities.

We will extend and develop the progress that we have made, as we follow our commitments into action as an active anti-racist organisation, and embrace the eight leadership principles outlined in the Racial Diversity in the Charity Sector report, developed by ACEVO and the Institute of Fundraising. We continue to look to become an ever-more inclusive community that values, embraces and protects the richness and diversity of the world in which we live, work and provide support.

THANK YOU TO OUT TO OUT TO OUT

We simply could not do the incredible work we do without the kindness and generosity of our supporters. From those who collect and donate their change, to taking on challenges in memory of loved ones, to those who support through their schools, workplaces or through trusts and foundations – you are all amazing.

Here are just a few of the brilliant examples of the lengths our incredible supporters go to to ensure children and young people do not have to face grief alone.



FRIENDS RALLY TO RAISE £5,906!

Friends Joe, Sammy, Johnny and Tom decided to take on the ultra challenge after Winston's Wish supported Joe's daughter following the loss of her mother. Joe shares:

I first heard about Winston's Wish in the worst of circumstances, when I had to reach out for support for my own daughter after the tragic loss of her mother, Sophie. I knew I had to do something to give back to this amazing charity, so I enlisted my brother and two of our best mates to take on the 100km South Coast Ultra. I couldn't have gotten through the race without the support of those lads but also know that there are plenty of people who can't get through their own challenges without the support of Winston's Wish so what we did was a small feat compared to what so many families are facing every day. I am just proud to have been able to support a charity that supported my family when we most needed them.

INCREDIBLE REGULAR GIVERS



Nick was just 19 years old when his parents died in a car crash. Nick is one of many wonderful and generous supporters who give a regular donation every month

to ensure that Winston's Wish can be there for children and young people facing one of the most difficult times of their lives. Unfortunately, services like those we provide at Winston's Wish were limited when Nick's parents died, which is why he continues to give.

"I support Winston's Wish with a monthly donation so that no child or young person in that situation has to face their grief alone and 'just get on with life."

WEAR WELLIES

Eleven schools in the Gosforth Schools Trust donned their wellies, crocs

or different shoes to school to raise funds for Winston's Wish as part of our annual Wear Wellies campaign. Why Wellies? Unlike adults, who stay with their grief, children often jump in and out of their grief. We describe this journey as 'puddle jumping'. This means that they may initially be upset about their loss but may then appear to be fine for a period of time and then become upset again, and so on. This can be very confusing for both children and the adults who care for them.

The Gosforth Schools participated in Wear Wellies to show bereaved children at each of the schools that they weren't alone. They encouraged everyone to get outside to play with their wellies and provided space for bereaved children to paint plant pots and planting forget-me-not seeds in memory of their important person.

WALKING FOR WINSTON'S WISH

Following the tragic loss of a colleague at Police Scotland Ayrshire Division, leaving behind a wife and two young boys, PC Steve Moug decided

to rally close friends and fellow police officers to complete a sponsored 13 mile walk raising funds for Winston's Wish.

Over 50 colleagues and friends, plus 40 youth volunteers, joined forces walking along the beaches and town centre of Ayrshire and a coffee morning was held that went ahead the day before the walk to boost their income target and provide much needed fuel for the participants!

In total the group raised an astounding £4,824 (and growing) with PC Moug considering making the walk an annual event.

TAKING ON EVEREST

Winston's Wish was there for Jake and his brother after the death of their dad 25 years ago. So, when Jake and good friend Callum decided to do a 17-day trek to Everest Base Camp, they thought it was a great opportunity to raise money for Winston's Wish. Jake recalls: "Trekking at altitude is a physical challenge which became just as mentally challenging due to the length of time we were trekking. Knowing that we were raising money for such a great charity helped us through our ups and downs and unravelling the Winston's Wish banner at



the summit of Island Peak was an incredible feeling, having achieved our goal. With such amazing support throughout, we raised more money than we ever thought possible. I personally know the amazing work that Winston's Wish do, and we're proud to know that the money we've raised will help young people going through some incredibly hard times."



Inspired by our incredible fundraisers? Scan here and start transforming the lives of bereaved children and young people today!



LOOKING AHEAD



BY FERGUS CROW, CEO

In April 2022 we launched our Break the Script strategy which set out our ambition to achieve five key objectives: provide more care; connect with more people; build a wider community; communicate better and create and sustain.

This year's report shows we have continued to make real progress against those strategic goals and I'm incredibly proud of the team here that has made that happen. But it doesn't end there. We want to do more.

One of our core values is that we strive for better, and so over the next three years our new strategy will aim to take us even further and challenge us to do more to impact on the lives of the children, young people, families and professionals who need us so that no child or young person has to face their grief alone.

LOOKING AHEAD WE'LL Commit to focus on:

- Impact and Innovation
- Care
- Community
- Collaboration
- Culture

WE WILL AIM TO:

- 'Turn up the dial' on digital to increase the reach of our support and continue to deliver and demonstrate the impact of exceptional, evidence-based bereavement support services that measurably improve the lives of bereaved children and young people.
- Increase our engagement with underrepresented groups by implementing a culturally responsive service model that will better address the needs of an increasing diversity of service users, including but not limited to ethnicity, faith, disability and sexuality.
- Continue to amplify the voices and perspectives of bereaved children and young people, ensuring they shape adult understanding of childhood grief and influence support in their communities as well as campaigning publicly for change.
- Use digital technologies to enhance our operations, improve decision-making, and drive innovation.
- Grow our volunteer team through new initiatives that support volunteer development, maintain high program standards and celebrate volunteer contributions.
- Invest in our staff so we maintain and grow an engaged and motivated workforce.
- Accelerate our income streams with data-driven insights to maximise our impact, ensure long-term financial stability and support our strategic growth and expansion.

It is the next step on our journey, one we started in 1992, a journey towards a society where no child or young person grieves alone. And as always, we can't do it alone and we don't want to. We hope that you are as encouraged as we are by the progress we are making and that you can journey over the years ahead.

THANK YOU TO OUR FUNDERS, Donors and partners

Thank you to all of our partners, philanthropists and funders, some of whom are highlighted below. We are deeply grateful for your support, and whilst we can't name everyone individually, please know that each contribution makes a vital difference.



WE CANNOT BE THERE FOR BEREAVED CHILDREN WITHOUT YOUR SUPPORT.

Winston's Wish depend on donations, legacies and incredible fundraisers so that we can provide our vital services.

Your ongoing dedication and support helps to ensure that no child or young person feels alone in their grief. Thank you so much for all that you do!





Visit winstonswish.org/donate-online



PHONE

Call to speak with a member of our fundraising team on **01242 515 157**



Send cheques payable to 'Winston's Wish' to the address:



Winston's Wish Fundraising, Conway House, 31-33 Worcester Street, Gloucester, GL1 3AJ

TO SPEAK WITH A BEREAVEMENT SUPPORT WORKER:

All services are open from 8am to 8pm, Monday to Friday.



