

gr'ef
encounter

Supporting bereaved children & young people

grief encounter annual review 2019/20



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a message from our founder

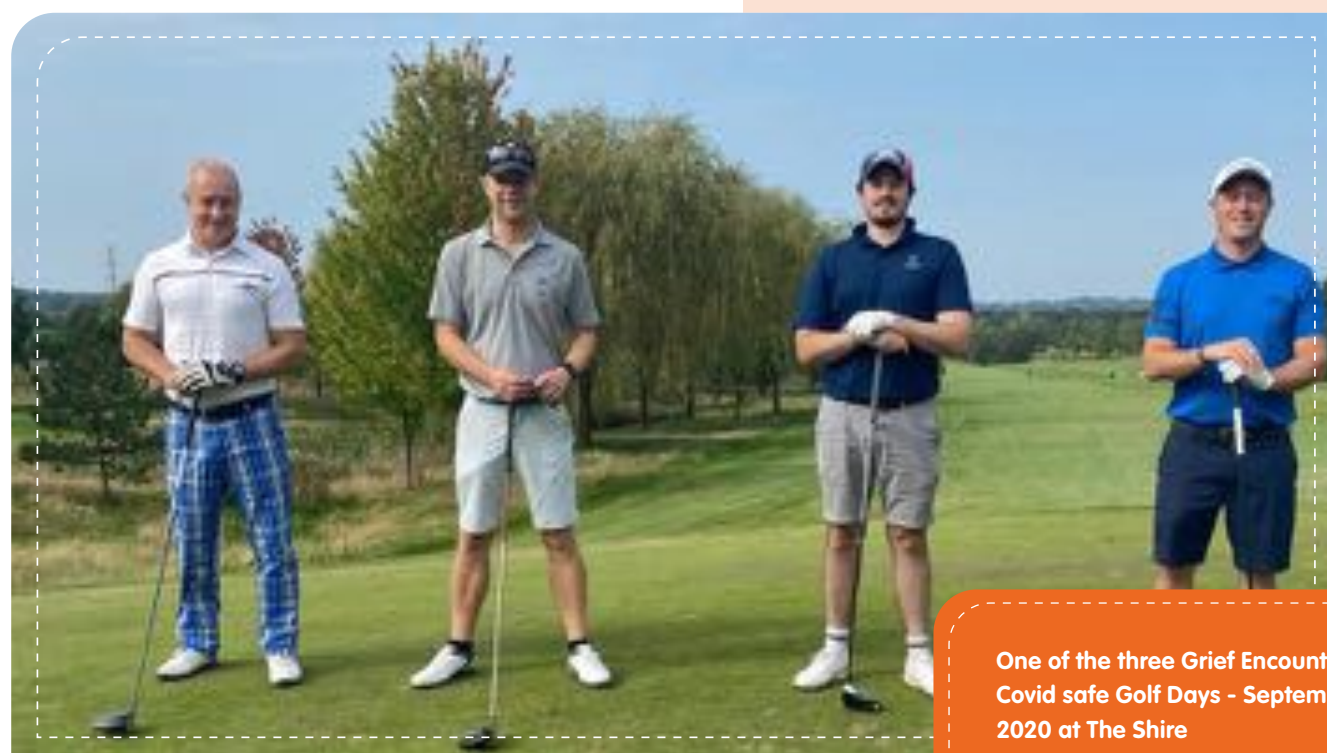


This year has been a particularly difficult one for the nation, suffering colossal amounts of death, and experiencing isolation like never before.

Our commitment to supporting those affected with the best possible care has not waived, and I am proud to see how Grief Encounter has, and continues to adapt to the changing needs of the grieving. Our expert clinical team have never been busier, and have helped to foster a compassionate, caring and supportive attitude towards those suffering the death of a loved one in these traumatic times. I'm also proud to see our excellent training courses being utilised by organisations who are putting bereavement strategies at the forefront of their planning for the year ahead. am so proud of how the organisation as a whole adapted to the pandemic, staying committed to our vision, mission and values. The Clinical Team, Board of Trustees and Senior Leadership Team have been outstanding in ensuring the transfer of direct services (notably 1-1) to safe online platforms. It should not be underestimated what an achievement this was and continues to be, with every family and staff member treated with empathy, care and compassion.

Our vision remains strong, that everyone should have access to the best possible bereavement care, mitigating against the isolation, something that now so many are familiar with, that lives so uncomfortably with grief.

Dr Shelley Gilbert MBE
Founder, Lifetime President and Clinical Trustee



One of the three Grief Encounter Covid safe Golf Days - September 2020 at The Shire

dear families, supporters, friends and patrons



It is hard for us to put into words how we feel at this moment, putting together our Annual Review. Looking back at this financial year, we started with such positive vigour and enthusiasm, and then we were hit with the unexpected arrival of a global pandemic. In what has been an exceptional time for charities, businesses and individuals alike – we have been in a somewhat unique position where demand for our services has soared, amongst financial hardship.

We estimate that 250,000 people are grieving in the UK as a result of Covid-19, and we have seen helpline calls soar by 97% from those seeking support. We are so proud of all of our dedicated and professional staff who allowed us to seamlessly transfer what services we could online, and extend our reach to all those affected by grief including, NHS staff, social care staff and all essential key workers faced with Covid-related bereavement daily.

We have been bowled over by the generosity of our supporters and the loyalty of our fundraisers, who have carried us through these unprecedented times. Faced with cancelled and postponed events, our fundraising team have been working tirelessly to find new opportunities and new ways of working effectively. That, alongside our Trusts and Grants team, working night and day to secure emergency funding, have allowed us to end this financial year in a stable position.

Thank you for your ongoing support to help us provide a lifeline to bereaved children, young people and their families in such difficult times. Without your help, this year would not have been possible. As the world stops, grief certainly does not, and so neither will we.

Richard Fogelman
Chief Executive

Harold Gittelmon
Chairman of Trustees



The Grief Encounter choir on their surprise Christmas trip to Disneyland Paris in December 2019, thanks to ITV's Good Morning Britain 1 Million Minutes campaign, raising awareness of the loneliness childhood bereavement often brings, particularly at Christmas

who we are

Grief Encounter provide a lifeline for bereaved children, young people and their families, helping them live again, with grief. At the darkest time of their lives, the charity brings light and hope to their 'new normal'.

Grief is devastating at any age, but for a child who is still emotionally developing, it can be catastrophic. Research shows that without early intervention, bereaved children can experience mental health, emotional, social and behavioural issues, together with educational and financial problems as they mature. Our wide range of clinical services offered, alongside best practice training programmes for schools, colleges, therapists and corporates, aim to give the right support at the right time, so young people can go on to lead full and happy lives. Grief Encounter envisage a society where every bereaved child has access to help when they need it most.



84 counsellors
delivered 5,661 hours of 1:1 counselling



212%
increase in enquiries and
support calls



+175
new families in the Family
Programme



We were in a great deal of shock at the time, we left the house that day a family of three and got driven home by the police that night, just the two of us. I didn't know how to grieve, I didn't know how endless that was going to feel... What Grief Encounter has really done for me, is help me understand how to help him. It means reassurance, it means peace of mind, it means help when he needs it.

Ben & Jackson. Jackson's mum was run over when he was a toddler

covid 19 impact on core services

In March 2020, Grief Encounter closed its doors as the nation went on lockdown to combat the Covid-19 pandemic. In these unprecedented times, Grief Encounter modified its service offering, ensuring, where possible, we could still offer online support to children, young people and their families.

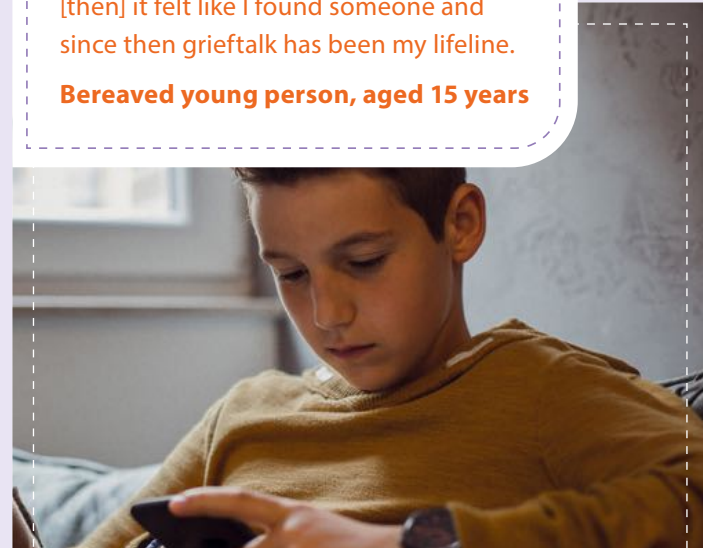
We extended our national free helpline, grieftalk, to help support all those affected by grief as a result of Covid-19 including essential key workers, NHS staff, social care workers, and anyone impacted by bereavement.

Our specialist clinical team have supported our bereaved families this year both face-to-face, and from March 2020, online. In light of the pandemic, our core direct services, such as grief groups, workshops, residentials, fun days and one-one counselling have been suspended. Our national helpline, grieftalk, its instant web chat facility on our website, and our growing e-counselling option have been the main source of support for those we work with.



I was alone... totally alone. The first day I contacted grieftalk I was totally broken... [then] it felt like I found someone and since then grieftalk has been my lifeline.

Bereaved young person, aged 15 years



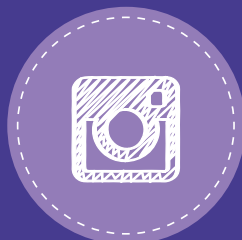
additional services since march 2020



Telephone check in service to give extra reassurance



E-counselling to support teens and young people in place of one-one face to face support



Launched GETV on Instagram, hosting a series of 'At Home Therapeutic Ideas' videos, led by Grief Encounter therapists. Encouraging families to carry on with their grief journey at home.



250,000
affected by grief*



97%
uplift in helpline calls since March 2020



86%
uptake of e-counselling and telephone check-in counselling



+10%
anticipated increase in service demand over the coming year from Covid-19 bereaved families



81 families
bereaved by Covid supported via our remote Family Programme



more reach
extending our services to reach frontline workers affected by covid-19

*The UK death toll at time of print, was more than 41,000, meaning over 250,000 extra people are now grieving as a result of the coronavirus pandemic. The number of people who suffer intense grief as a result of what is considered a traumatic death. See 'Helping people bereaved by suicide' Keith Hawton, Sue Simkin, BMJ. 2003 July 26; 327. Deaths from the coronavirus outbreak are being considered 'traumatic' given the situations in which people are dying, and the wider contextual situation in which people are grieving.



growth & goals:

1

Continue to extend our reach to all those affected by Covid-19 related grief on an ongoing basis, so as to support further lockdown periods

2

Build and improve upon existing supporter relationships to maximise fundraising opportunities

3

Create more opportunity for online based fundraising events

4

Update and develop further pandemic specific bereavement guides, online, for institutions to be able to access remotely

Joshua 8 and Jordan 5, ran the mini-mile for Grief Encounter in May, raising an astonishing £4,732 in memory of their grandfather 'Papa'



Extending our FREE services to FRONTLINE workers during COVID-19

grief encounter
supporting bereaved children & young people

while you support us, we are here to support you

gr'eftalk helpline
0808 802 0111

covid 19 impact on fundraising

Our fundraising team, faced with cancelled and postponed events which were essential to our financial security, began planning new and innovative online events which would engage and entertain our supporters. Our first event, the Virtual Coffee Morning was a great success, followed by our May Mini Mile, encouraging youngsters to walk, hop or skip a mile in aid of Grief Encounter, raising £10,000. Most recently, our Cook Live! Event hosted via Zoom raised an incredible £10,000, and saw over 100 virtual guests preparing a 3-course meal to enjoy at home with their families.



300+
supported online fundraising events



£10k
raised at cook live online event



core services

Grief Encounter support bereaved children, young people and their families after the death of a parent or sibling. Our highly regarded Family Programme and bespoke services, tailored to suit the needs of each family, include 1:1 counselling, group workshops, residentials, music, drama and art therapy and more. All of our services are open-access and designed to help face the multitude of challenges after the death of someone close.



Crystal House

We are proud to have met a charity goal this year, to open a brand-new clinical facility, housing purpose built therapeutic spaces, allowing us to extend our reach to families. Crystal House in Mill Hill comprises of 3 floors of new therapy rooms, an art therapy room, memory box storage, a home for our helpline, grieftalk, and workspace for all of our clinical team.

grieffalk

Grief Encounter's helpline, grieffalk, celebrated it's 1st birthday in 2020, with over 4100 calls since launch. A vital addition to our services, now more than ever, grieffalk provides a lifeline to bereaved individuals, offering immediate, professional support, available free and across the UK. The instant web-chat services, targeted at harder to reach teens and young adults has proved invaluable at a time of nationwide isolation. We are proud to say we met our goal of opening grieffalk on 'trigger events' such as Mothering Sunday and Father's Day.



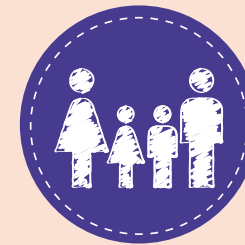
2531
grieffalk helpline
calls and webchats



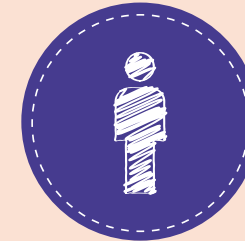
494
grieffalk
helpline emails



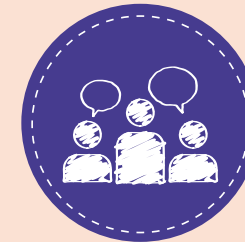
3120
hours the grieffalk
helpline are open



267 families
received support via our Family Programme



370 individuals
supported with Grief Relief Kits



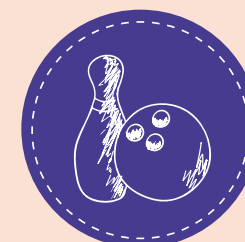
135 people
attended workshops



1308 volunteer
hours donated



461 individuals
received counselling



151 attendees
to 3 fun days including our annual fishing
trip and a day out bowling

core services

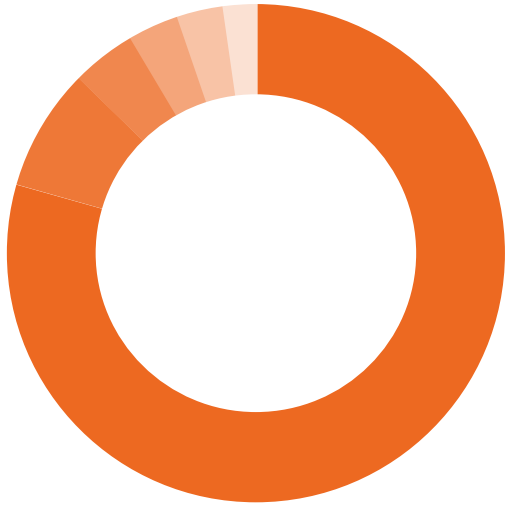
Critical Incident Support

Grief Encounter has a dedicated Trauma Team, available to respond to humanitarian disasters with immediate professional support and training. Just one of the incidents we have responded to this year was the sudden death of a pupil at a London school. Working with the teaching staff to plan an assembly in which to announce the tragedy, our specialist team set up on-site counselling groups and 1:1 sessions for students that felt impacted by the death.



We absolutely couldn't have handled this very shocking situation, a traumatic death of a pupil, alone. The immediate and professional guidance from Grief Encounter, helped us to be better equipped to handle the multitude of emotions, not only among the varying ages of the pupils, but also to support the well being of the staff. The ongoing impact is still with us, but so are Grief Encounter and all the tools they have taught us along the way.

Headteacher, a London Academy, Dec 2019



Spend on Services

- 77% Counselling & Service dept staff
- 12% grieftalk helpline
- 4% Workshops, activities and residentials
- 3% Training, and critical incident response
- 3% Grief Relief Kits
- 1% Research and evaluation



growth & goals:

1

Update our web chat facility for easier, quicker access

2

Re-start grief groups in a Covid-secure way

3

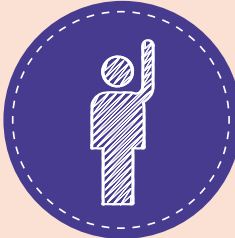
Increase reach via corporate signposting partnerships

4

Continue to open grieftalk on trigger events such as seasonal remembrance days



Workshops in Grenfell supporting 153 community members



We provided over 100 schools with support following the death of a student, staff member or a student's family member

training & crisis support



Grief Encounter is a leader in the field of best practice child-focused and bespoke bereavement training, providing support to corporate organisations, educational institutions and professionals. Run by our expert clinical team, our CPD accredited courses can be hosted in-house, on-site or online, and provide staff members with the tools and knowledge to support clients, customers, students, and each other effectively.

Covid-19 Response

1 in 10 employees will suffer bereavement at any one time, with this number increasing dramatically as a result of Coronavirus. We have had an unprecedented response to our online training throughout the pandemic, with professionals, schools, colleges and corporate organisations prioritising bereavement training to support their employees and students.



The training has helped us prioritise our work environment to be empathetic, supportive and open, meaning we can more readily and effectively support not only our staff – who are the backbone of our organisation – but also our bereaved customers, overall providing a better, more personal service to them.

Lucy, Line Manager



growth & goals:

1

Extend our online training to similar and relevant bereavement organisations across the UK

2

Increase accessibility of accredited training modules

3

Develop modules specifically geared toward crisis support and pandemics

4

To continue to develop successful existing trainings - internal and external.



32
webinar training
sessions carried out



14
professionals on the Good
Grief Training Programme



100+
schools supported
'Back after Covid'

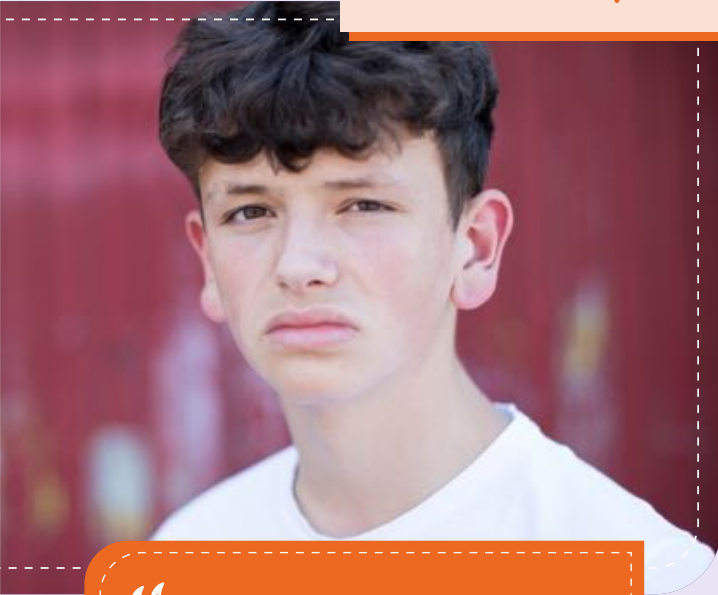


1674
individuals attended Grief
Encounter training courses

meet our families

Samuel, 15, suffered the bereavement of his sister *Ruby, aged 11, in February 2019. After her death, Sam found himself at a pivotal moment in his education and not wanting to add to his parent's grief with his own needs.

"Mum and Dad were suffering their own grief, and I didn't want them to have the added worry of my grief, so I told them I was ok. School was stressful, and I was under pressure to perform in mock exams; I wasn't sure where to turn. My school counsellor recommended I go online and chat to Grief Encounter on their web chat service. It's been really helpful for me, speaking to a professional when I needed, at times that work for me.. They've helped me talk to my teachers about how they can help me, and how I can tell my parents how I'm feeling too. They've showed me it's ok to grieve."



Sam's Story

“ They've showed me it's ok to grieve.

After Flora's dad took his own life in 2016 after battling depression, Jessica sought support for her daughter.

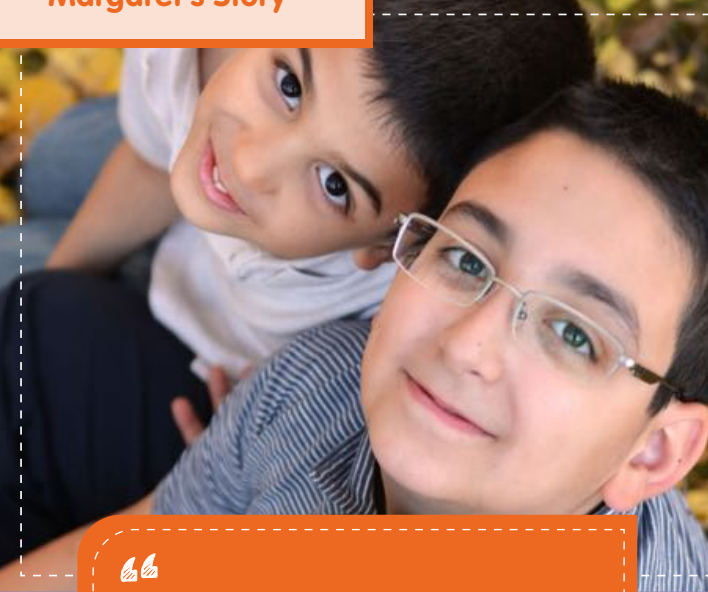
"Initially she started coming to the Grief Encounter group workshops, then began having 1:1 art therapy. We've also attended family fun days and the residential with other families, activities and workshops. Flora now knows the full story of how her dad took his own life. We had a book made for her all about depression and what happened. It is obviously much easier to say that someone died of an illness or an accident, but my aim is for her not to be ashamed of how her father died. Grief Encounter have worked tirelessly to support her in her journey, and we are now talking constantly which I feel is vital for her to be able to emerge from this in a way which means she can be confident and have the best possible future."



Jessica and Flora's Story

“ Grief Encounter have worked tirelessly to support her in her journey.

Margaret's Story



Margaret's husband *David, father to her 3 children, died in 2017 after a long-term illness.

"Grief Encounter has been very important to me and my children, who lost their Dad in 2017. To know that we were with a group of people who were there because they had experienced the loss of a loved one was very supportive. My children enjoyed the small group workshops, meeting other similar aged kids, and found the exercises quite powerful. Knowing that it was OK to laugh or cry with other people about something so profound in their lives, was special. The staff are great, and the events offered were so well thought out and generous."

“ Knowing that it was OK to laugh or cry with other people about something so profound in their lives, was special.

Leanne's Story



Leanne's mother died suddenly as a result of Covid-19 in June 2020. Leanne sought immediate support for her family via the Grief Encounter helpline, grieftalk.

"Experiencing the death of a parent during lockdown meant that we couldn't say goodbye, we couldn't have a family funeral, and there was nowhere to go for support for myself and my children. Having seen the Grief Encounter helpline advertised, I gave them a call. It was such a relief to be able to speak to someone who understood the isolation and anxiety we were experiencing as a family. The team offered me practical and emotional support, helping us as a family over the phone, on their online chat system and on video counselling calls, helping put a friendly face to the support. We're so grateful for the help they've given us to help us come to terms with ."

“ The team offered me practical and emotional support.

fundraising

From what was an exceptional 2019/20 following on from our incredibly successful Gala Dinner, this year has thrown some unexpected hardships. As we continue to receive no government funding, our reliance on voluntary donations has been tested whilst the nation suffers financially due to the Covid-19 pandemic. In order to keep us functioning and offering free, accessible support to those who need us most, we have had to find new ways of working, new opportunities to fundraise and new ways to support our families.

With cancelled events, furloughed workers and most supporters' businesses and families experiencing financial strains and anxieties, donations are sharply decreasing. With complete uncertainty about the future of charity fundraising events, your continued support is critical to our survival; whether that's attending online events, undertaking a virtual challenge, or pledging a donation of any size. In order to respond to the pandemic, we have cut back on every non-essential staff member, event and resource. Our incredible clinical team have worked tirelessly to adapt our programmes for online support, and our very small fundraising team have searched for new opportunities, creative ways to raise funds and focussed on Covid-related emergency funding grants.

We have been overwhelmed with the generosity of our supporters this year, alongside the creativity and loyalty of

our Grief Encounter fundraisers. From 2.6 challenges taking place in living rooms, balconies and gardens, our mini fundraisers excelling on their May Mini Mile to our first ever live online fundraiser - Cook Live!

With continued financial uncertainty, critical income streams including patronage, creative fundraising campaigns and trusts and foundations will be essential to our survival.

In October 2019, Team Grief Encounter took 110,000 steps in 7 days, along the Great Wall of China in aid of Grief Encounter



October 2019 - RBC Race for the Kids
A team of children from UCS School London, ran 5K and raised over £11,000



12 trekkers

climbed The Great Wall of China
raising in excess of £24,000



an evening with Arsene Wenger

sold out in 72 hours raising £19,100



24 women

conquered Mt. Snowdon in
darkness, raising nearly £15,500



200 players

tee'd off at the Golf Days 2019
raising £35,480



Aviva bike ride

9 cyclists, 400 miles



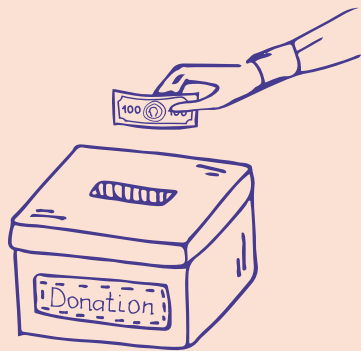
variety night

raised £79,757

fundraising

Patronage

We are so appreciative to all of our long-standing friends of the charity, some of whom have supported us for over 15 years. We are also thrilled to welcome new supporters to the charity, who have come on board at a critical time for Grief Encounter. Our Patronage Programme has had great success in its first year, securing over £50,000 to help us plan with confidence for the year ahead. As a patron, your commitment, your donation, your loyalty and your passion to help us, makes a real difference to a bereaved child. We need you now, more than ever.



I founded Grief Encounter in 2003 to give children and young people the opportunities that I, as a bereaved child, didn't have. It is only with the help of our generous patrons and donors that we can reach those who need us, alongside our full potential. We will not stand still, we will continue to grow, with your help.

Dr Shelley Gilbert MBE

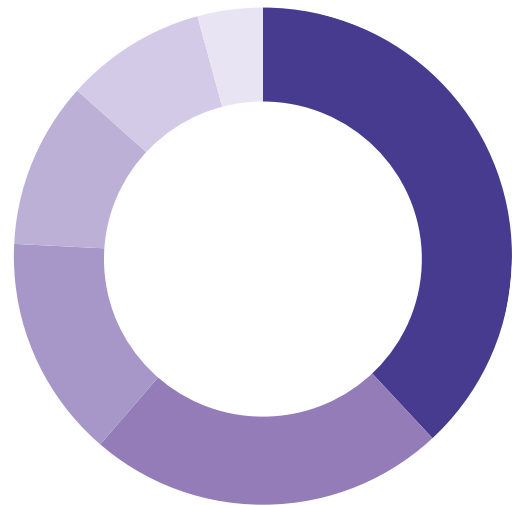


£350,116

applied for in Trusts and Grants
Emergency Covid Funding

£25,345

awarded from Trusts and Grants
Emergency Covid Funding



2019/20 Fundraising Income £1.5m

- 33% Trusts and Foundations
- 23% Donations and Community
- 16% Corporate Giving
- 12% Events
- 12% Sporting Challenges
- 4% Patronage



growth & goals:

1

Continue to build upon a successful Patronage Programme

2

Plan and execute new, exciting and accessible fundraising events

3

Secure funding to deliver new, innovative and free online services

4

Inspire and support new supporters to fundraise in aid of Grief Encounter

grief encounter south west

This year, Grief Encounter is proud to have officially merged with Grief Encounter South West, previously known as The Rainbow Centre, providing our Family Programme to families in Bristol and surrounding areas

This year Grief Encounter South West held their inaugural fundraising dinner, which special guest Shola Ama which saw over 100 guests raising just over £43,000 to help support bereaved families.



Grief Encounter Team at Gala Dinner



At Grief Encounter South West, we are building on the ethos from Dr Shelley Gilbert in helping families to share and reduce the isolation that can come with bereavement. Even within Lockdown we have been able to facilitate connections and conversations. We are proud to be expanding and developing our provision in response to client voice. One young person said she would like our help to tell everyone how much it helps to open up about grief this way. We plan to continue extending our reach and support to bereaved youngsters across the South West area.

**Karmen Losey, Director,
Grief Encounter South West**



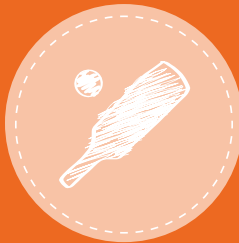
26% increase
in 1:1 sessions



70 families
Received bereavement support through the Grief Encounter South West Family Programme



5 workshops
For families and teens



family fun day
with Gloucestershire Cricket Club

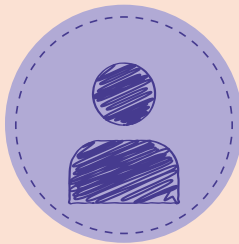


**teen therapy
support group**

grief encounter south west



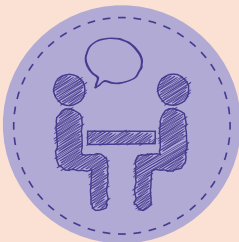
Mulberry
South West Factories Charity
of the Year



£40k
Raised at the
Inaugural Gala Dinner



**more than
doubled**
1:1 counselling sessions over the
past 3 years



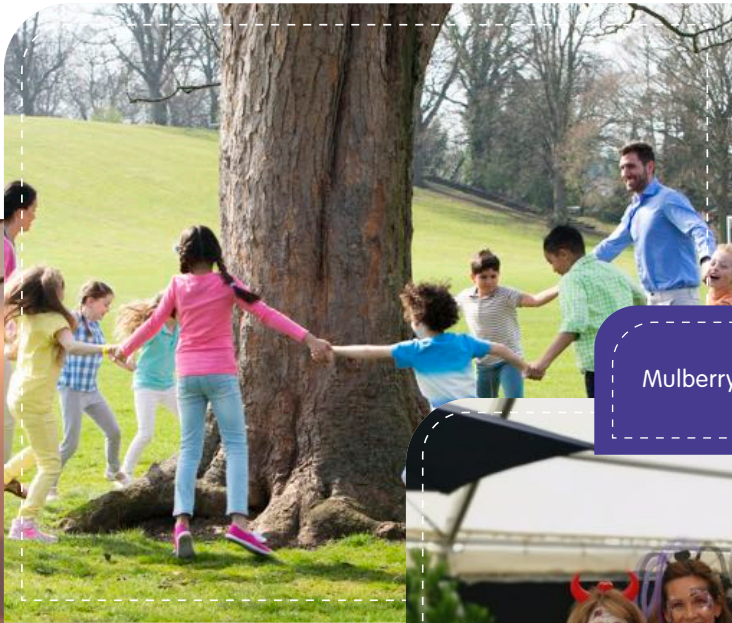
617
1:1 sessions



13
Bereavement Training sessions
within the local community



Grief Encounter South West Gala Dinner



Mulberry partnership halloween event



growth & goals:

1

To build upon the successful "Grief Encounter SW Waiting Room" - sharing opportunities for bereaved parents

2

To offer a Grief Encounter South West Annual Residential, for local bereaved families to come together for a facilitated weekend

3

To expand the Bristol Bereavement Network and other networking opportunities

4

To recruit more Lead Practitioners and Volunteers to help grow the service and delivery

standing out

Our media presence has grown once again this year, and we continue to be the first port of call for media looking for professional comment on the topic of bereavement and grief. Dr Shelley Gilbert MBE, alongside other members of our expert clinical team, have featured on countless radio programmes, news channels and breakfast television.

15th Anniversary Celebrity Trek

This year we have been lucky enough to welcome James Dunmore and Chris Jammer into the Grief Encounter Ambassador family. In October, James and Chris led a team of 12 to The Great Wall of China, raising over £24,000 for Grief Encounter. Both James and Chris appeared in national media and on news programmes talking about their involvement with the charity, and the trek.

1 Million Minutes

Grief Encounter were thrilled to be asked to return as a partner charity to ITV's 1 Million Minutes campaign in association with Good Morning Britain. With a reach of over 20 million viewers around the world, Grief Encounter went international with a live surprise trip of a lifetime for our Grief Encounter Children's Choir to Disneyland Paris where they performed Christmas Carols live on stage with Mickey and friends. Not forgetting Olympic athlete Iwan Thomas who came along for the ride! Our involvement in the campaign, designed to raise awareness of loneliness through bereavement, garnered a huge response with over 300 enquiries and applications to volunteer.

Grief Encounter Ambassadors James Dunmore & Chris Jammer trekking the Great Wall of China



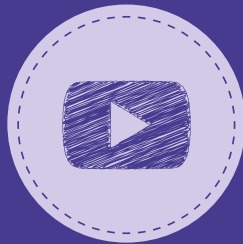
Disneyland Paris, was a magical experience that we will never forget, we want to thank Grief Encounter for giving us the opportunity to make friends and memories, that always make us smile.

Julia & Michelle, twin sisters who's father died, are members of Grief Encounter's choir



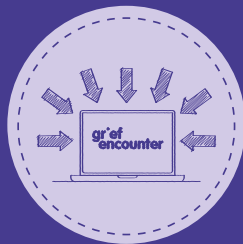
27

national press, news and other TV interviews



20m

YouTube viewers



37k

web hits in December



500+

followers on social media as a result of the expose

Covid Response

Grief Encounter founder, Dr Shelley Gilbert, Liz Dempsey, Director of Clinical Services and Stacey Hart our Training Manager, have all appeared across national media with comments on how to cope with grief.

Children's Grief Awareness Week

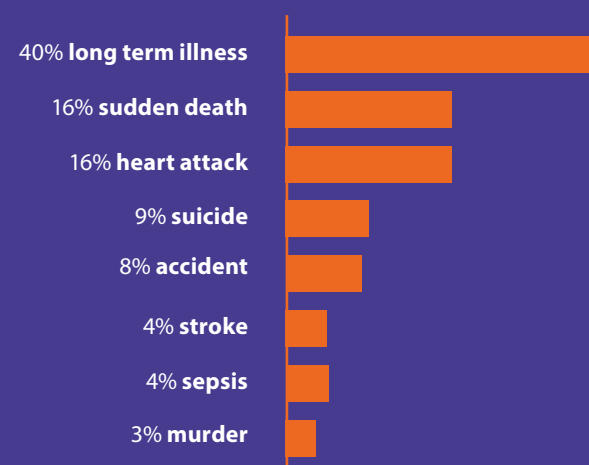
In 2019, we teamed up with the Children's Bereavement Network and Grief Encounter ambassador, Ben Brooks-Dutton, to launch 'Lost for Words', a book about grief, by children who have suffered the death of a parent or sibling. Using emojis to describe their feelings, the book launched to rave reviews and received national attention in the media.



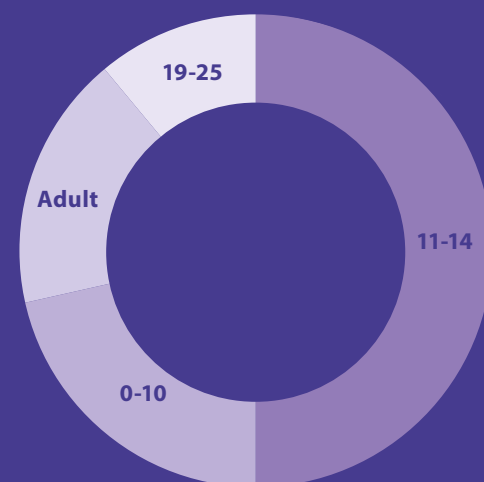
facts & figures

Our year in numbers

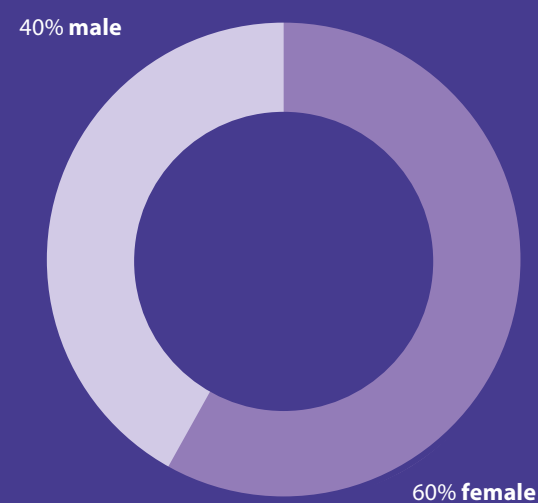
Cause of death



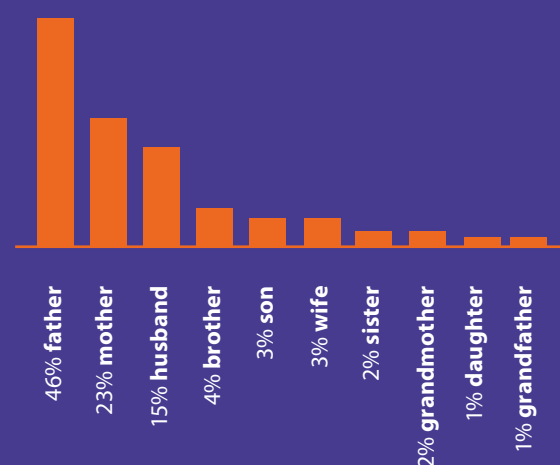
Age of bereaved



Gender of those supported



Who died?



one child in every uk classroom

will experience the death of someone close by the time they reach 16 years old.



41,700

deaths from Coronavirus in the UK (at the time of print)



4.7%

of children under 16 will have experienced the death of one or both parents



112

newly bereaved children every day



£19.7m

would be the cost of providing all bereaved children in the UK with 12 sessions of counselling



78%

of 11-16 year olds have been bereaved of someone close



the year ahead

We have already seen a huge uplift in demand for our services as a result of Covid-19, and we anticipate a further 10% rise into the year ahead.

The huge uncertainty of organising fundraising events in the next financial year, puts us under huge amounts of pressure, given our fundraising model. In this instance, our growing Patronage Programme will be most important, helping us to fill some of the forecasted gap.

We hope that continued pledges of multi-year support from Trusts and foundations, patrons and organisations, alongside our loyal fundraisers who amaze us every day with their innovative ways to raise money for us, will allow us to continue reaching and supporting all the bereaved families across the UK, who so desperately need us at this critical time.



In the year ahead, as well as meeting the rising demand for our services, both remotely and, we hope, in person, we are also aiming to extend the impact of our direct and indirect services with:



A new, interactive and intuitive website, with easier access to our bereavement guides and useful resources



Increase the opening hours of our helpline further, and operate an out of hours service



Continue to develop our webinar trainings and increase offerings, including expanding our library of specialist resources, including Grief Relief Kits



Increase relationships with like-minded business to make our indirect services more accessible to a wider demographic

thank you

Like you, we are facing our biggest challenges to date. Now more than ever, bereaved families really need us, and we need you.

Thank you for standing by us.

Your generosity means families suffering the death of a loved one have somewhere to turn.

Thank you for your support.

Your fundraising and donations inspire us every day.

Thank you for choosing Grief Encounter.

Your kindness provides a lifeline for people struggling with grief.

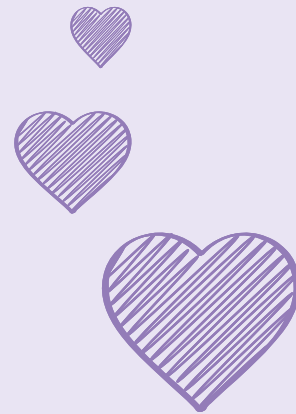
Thank you for allowing us to reach even more people who need us in the weeks and months ahead.

Our family, your family, any family.

Thank you for supporting the Grief Encounter Family when we need you most.

Grief doesn't stop, nor will we.

Thank you.



Who's who at Grief Encounter

Founder & Lifetime President

Dr Shelley Gilbert MBE

Chief Executive

Richard Fogelman

Director of Clinical Services

Liz Dempsey

Head of Fundraising

Lou Scott

Grief Encounter Board of Trustees

Harold Gittelmon (Chair)

Tony Beare

Dr Shelley Gilbert MBE

Delia Goldring

Andy Hart

Bobby Lane

Bernie Myers

Gary Sacks

With special thanks to our outgoing trustee

Paul Walters



Katherine Jenkins OBE, A Grief Encounter Honorary Patron, at the GFI Charity Day 2019



Founder Shelley Gilbert MBE, with some of her team

gr'ef encounter

Supporting bereaved children & young people

gr'eftalk helpline
0808 802 0111

33-35 Daws Lane Mill Hill London NW7 4SD

London Therapy Centre: Crystal House Daws Lane Mill Hill London NW7 4ST

Bristol Therapy Centre & Office: 27 Lilymead Avenue Knowle Bristol BS4 2BY

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