

Welcome to



The
Compassionate
Friends

Webinar

for those supporting bereaved parents and families
in a professional capacity.

Thank you for your patience. We will start the session very soon.

Representing TCF today are

Carolyn Brice

Chief Executive



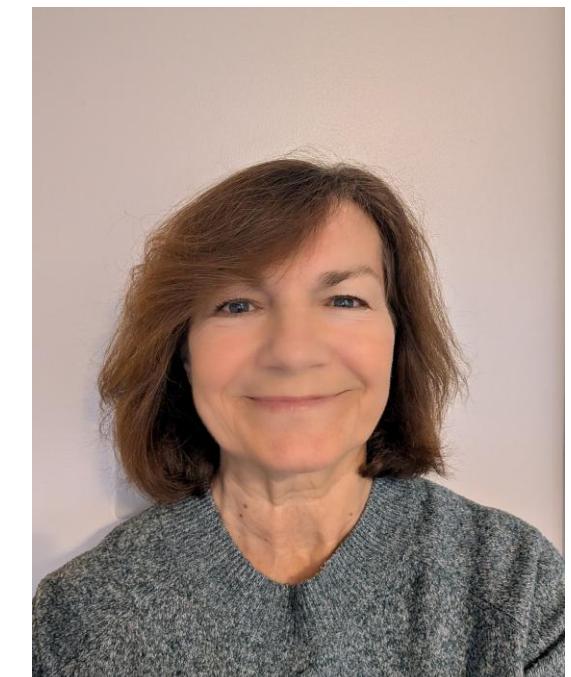
Ruth Mercier
Helpline & Volunteer
Manager



The
Compassionate
Friends

Supporting bereaved parents and their families

Shirley Gower
Grief Companion
Scheme Manager



Introduction to



The
Compassionate
Friends

How TCF began

Our mission

The Compassionate Friends exists to make a difference by providing support, understanding, empathy and hope to bereaved parents, adult siblings and grandparents who have experienced the death of a child or children of any age (over one month old to an adult son or daughter) and from any cause.

We do this by offering high quality, accessible peer support services and information to bereaved parents and their families. We also provide information to professionals supporting bereaved parents.

**National organisation supporting in person and online in the UK.
Registered charity number 1082335**

Introduction to



The
Compassionate
Friends

Funding

Who we are:

- 9 staff
- 300 volunteers: trained, DBS checked, receiving ongoing support
- Trustee Board

Policies and Procedures



What is peer support? How does our peer support help?

Simon Stephens,
founder of The
Compassionate
Friends

The Compassionate Friends is about transforming the pain of grief into the elixir of hope. **It takes people out of the isolation society imposes on the bereaved and lets them express their grief naturally.** With the shedding of tears, healing comes. And the newly bereaved get to see people who have survived and are learning to live and love again.

- **Safe environment where our loss and grief is acknowledged and validated**
- **Feelings are normalised and perspectives explored**
- **Through shared experiences, bereaved individuals feels less alone and find comfort, reassurance and appropriate hope**
- **This helps build resilience and capacity to continue to live with this loss**



The
Compassionate
Friends

Supporting bereaved parents and their families

Who we support

- Parents bereaved of a child from a month old to an adult child from any cause
- Adult bereaved siblings
- Bereaved grandparents
(more limited)



The
Compassionate
Friends
Supporting bereaved parents and their families

How we support

Helpline
Retreats & Support Days
Online Support Groups
Grief Companions
Grief Library
Leaflets, Magazines and Bereavement Support Packs, E-Newsletters
Private Moderated Facebook Groups
Online Speakers
Blogs and Articles on Grief



How we support locally

Supportive Walks

One-to-One Local Support Contacts

In-person Local Support Groups

Specific Support for Loss to Suicide

One-to-One Support for Grandparents

Support for Adult Bereaved Siblings



Referral Process

Helpline
0345 123 2304 helpline@tcf.org.uk

- Support offered as quickly as possible
- Empowering bereaved individual to make contact
- Stated permission needed from bereaved individual
- Require background information from you as referrer

Limits to our support.

The Power of Peer Support

“Both of us have found The Compassionate Friends to be exactly what we needed and continue to need. **It is with other bereaved families that we feel most safe, held, and understood.** The retreat we attended was another example of that — a truly **supportive and gentle space**, where we came away **feeling honoured to have shared time with others who just get it.**”

“It was helpful to be able to hear other people's experience of grieving a child which **resonated with my own experience.** Realisation that all I am feeling about my loss and **my grieving experience is normal.**”



The
Compassionate
Friends

Supporting bereaved parents and their families

The Power of Peer Support

"As a new volunteer, the wonderful support and encouragement I have received from TCF **enables me to be there for others.**"

"I can't endorse the walking enough...Because you're outside, it's brilliant for me, and I recommend it to anyone I speak to. Everyone is so nice and friendly and it's easy for you to talk. **They totally get it.** It's the best therapy ever."

"TCF is an amazing charity. I have worked with so many voluntary organisations and I've never come across this before...you have restored my faith. It means an awful lot and I'm enormously grateful."



Take That Step

A film from The
Compassionate Friends

Released December 2025

tcf.org.uk/takethatstep



Take That Step - a film by The Compassionate Friends







With Rob on the headland
Goodneyton
June 3rd 2017



The
Compassionate
Friends

Charity no 1082335

“I often see patients whose health has broken down under the strain of the loss of a child. Every parent I have given details of The Compassionate Friends has told me that it was just what they needed.” - R, local lead for mental health nursing support

www.tcf.org.uk

Helpline
0345 123 2304 helpline@tcf.org.uk

The Compassionate Friends, UK



thecompassionatefriendsuk

TCFcharityUK



Useful links

www.tcf.org.uk

Helpline

0345 123 2304 helpline@tcf.org.uk

tcf.org.uk/professional

tcf.org.uk/healthandsocialcareprofessionals

tcf.org.uk/what-is-peer-support

tcf.org.uk/leaflets

tcf.org.uk/events

tcf.org.uk/policy-documents

[Introduction to TCF leaflet](#)



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Supporting bereaved parents and their families



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Thank you for joining us.

We welcome questions from you now.