

# 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.**

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Registered charity number 1082335

# Representing TCF today are



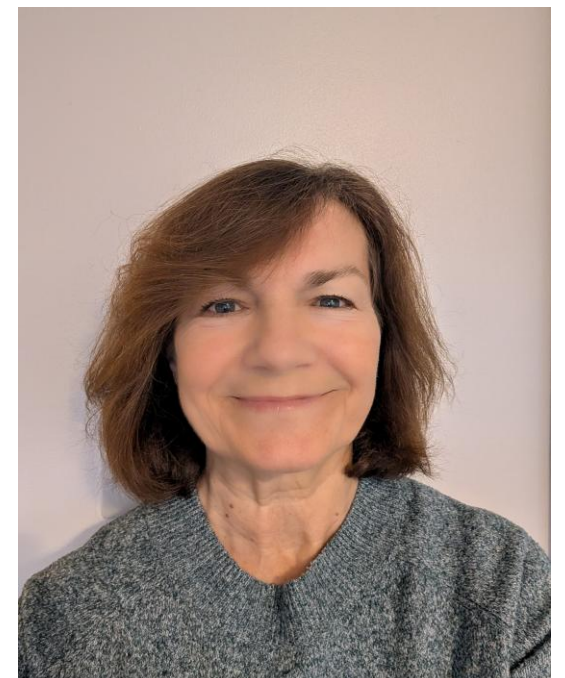
**Carolyn Brice**  
Chief Executive



**Ruth Mercier**  
Helpline & Volunteer  
Manager



**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 feel 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



The  
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Supporting bereaved parents and their families



# 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](mailto: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  
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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."



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Supporting bereaved parents and their families



# Take That Step

A film from The  
Compassionate Friends

Released December 2025

[tcf.org.uk/takethatstep](https://tcf.org.uk/takethatstep)



Take That Step - a film by The Compassionate Friends



The  
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Supporting bereaved parents and their families









With Pats on the headbed  
Goodington  
June 3rd 2012



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](http://www.tcf.org.uk)

**Helpline**

0345 123 2304 [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)

The Compassionate Friends, UK



thecompassionatefriendsuk



TCFcharityUK



# Useful links

[www.tcf.org.uk](http://www.tcf.org.uk)

**Helpline**

**0345 123 2304 [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)**

[tcf.org.uk/professional](http://tcf.org.uk/professional)

[tcf.org.uk/healthandsocialcareprofessionals](http://tcf.org.uk/healthandsocialcareprofessionals)

[tcf.org.uk/what-is-peer-support](http://tcf.org.uk/what-is-peer-support)

[tcf.org.uk/leaflets](http://tcf.org.uk/leaflets)

[tcf.org.uk/events](http://tcf.org.uk/events)

[tcf.org.uk/policy-documents](http://tcf.org.uk/policy-documents)

[Introduction to TCF leaflet](#)



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**Thank you for joining us.**

**We welcome questions from you now.**

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