

Bereavement Support

Supporting staff through personal and workplace bereavement

Bereavement Counselling

Offered through Optima Health, call 0800 731 8631 to talk to a specialist bereavement counsellor. For any kind of bereavement including family, friend, colleague or resident.

Bereavement Safe Spaces

Online spaces with a bereavement focus facilitated by a counsellor. This is to offer people longer term drop in support when you want to join others who are experiencing loss too. To arrange this please contact Employee.Experience@surreycc.gov.uk

Awareness sessions

Designed to prepare managers for the impact of bereavement and highly emotional situations including anxiety. In the form of a facilitated webinar. Available for all managers and supervisors. To arrange please contact Employee.Experience@surreycc.gov.uk

Family liaison volunteers

For families of those who die in service, our internal volunteers are trained to offer gentle guidance as family members navigate the practical tasks between themselves and the organisation. Including pensions arrangements, and signposting for registration, funeral, and other support. This will be offered to those who are impacted.

Death in service

Practical pointers from our [death in service policy](#) see section 5

- Have a dedicated contact. Usually a senior manager takes this role. Someone who knew the person and can speak to their family with personal experience. They can bring in a family liaison volunteer to help with the practical steps.
- Let people know especially colleagues who work with them. Consider their wider networks, it is likely they will appear on group emails and directories. See the policy for a list of contacts.
- Our Employee Services Team are able to undertake the necessary work to ensure pay and pensions are notified and action taken. Contact them via My helpdesk HR. The Line manager will need to complete some paperwork.
- Offer these resources to affected staff. Consider how the team would like to remember their colleague and how they would like to share their memories with each other and the family.

