



Cornwall Bereavement Network Terms of Reference

1. Mission Statement

Within Cornwall there are several organisations that exist in the statutory, voluntary, and private sectors that provide pre and post bereavement support to those living in the county.

The purpose of the Cornwall Bereavement Network is to bring together organisations that either provide bereavement services or have an interest in bereavement services provided in Cornwall, to promote and develop a collaborative approach to supporting bereaved people in Cornwall. In this way, we aim to put the needs of bereaved people first, by making it easier and simpler for them to consider the options available, and to make their own choices to access the support they need.

2. Background

CBN was established in January 2020 by Becky Thomas, Family Services Manager at Penhaligon's Friends, when she identified no other group with this purpose was operating in Cornwall and contacted colleagues within her own network to discuss the problem. There was overwhelming support for a network organisation within Cornwall, so CBN was born.

Very shortly afterwards, the world was struck by the Covid-19 pandemic, and it became more important and urgent for the network to be up and running. A website was set up in early April 2020, predominantly to host an online directory listing bereavement services which shared the ethical and person-centred approach of Penhaligon's Friends, putting the needs of the bereaved person first.

This document summarises the key aims and objectives, principles, and ethics of CBN, and its structure.

For more detail, please refer to our website, Privacy Policy and Listing Information documents or contact us.

3. Aims & Objectives

CBN has no political or faith agenda, or commercial aim. It is not a member organisation, nor a platform of any kind. It aims to be independent, impartial, and non-judgmental, containing reliable information about responsible, ethical service

providers who share CBN's principles - allowing bereaved people in need, to find out what is available, and make their own choices about accessing services.

Bereaved people who access services through the CBN directory do so at their own risk. CBN does not accept responsibility for the services provided, or the actions of the service providers or users. CBN carries out basic vetting of service providers prior to listing and will never knowingly expose any bereaved person to any questionable conduct – and will resolve any doubt in favour of protection of the individual. CBN may in its absolute discretion, refuse, revoke, suspend or amend any listing and will report any criminal or professional misconduct of which it becomes aware to the appropriate authorities.

Its Aims and Objectives are

- To provide signposting for the bereaved in Cornwall to available bereavement services, in both the public and private sectors, and either locally or nationally, via a directory for information purposes only
- To give bereaved people choices, by accessing the directory listings, about what service they may wish to consider engaging – any engagement is at the service users own risk.
- Not to endorse or recommend a particular service, but to show information about available services so that the bereaved person can make their own choice
- Before agreeing a listing for a private sector service provider, to require private sector service providers to meet basic criteria of quality standards and integrity, and demonstrate a commitment to putting the interests of the bereaved person above their own, and to monitor all listed services from time to time against those requirements
- To list only those private sector services which we reasonably believe to be genuine services, provided in good faith, whose primary aim is to put the needs of the bereaved first above their own commercial interests
- To provide this service free of charge
- To provide a 'network' for professionals working in the bereavement sector in Cornwall, collaboratively to seek support and guidance from each other, with the aim of improving the service of the needs of bereaved people
- To keep professionals working with the bereaved in Cornwall up to date with what is happening within the county and any impact on services and service users
- To help identify gaps in service provision across the county
- To be a go-to place for any professionals working in Cornwall to assist signposting their clients/service users to the most appropriate bereavement support for them

CBN does not, and does not intend to:

- promote or endorse any one service above another, or give any warranty of the quality of any service provider
- undertake detailed investigations into the service providers listed, only basic checks to see evidence of alignment with CBN's values
- seek to make any commercial gain for CBN or others
- adopt any responsibility or liability for any of the services listed in the directory, and engagement with any of the services listed by an individual is at the individual's own risk
- permit to be listed in the CBN directory, any service provider which does or causes to be done anything which might bring CBN into disrepute
- expose any bereaved person to unscrupulous or questionable ethical or commercial conduct
- do, or cause to be done, anything which does not accord with our overall aims to put the needs of the bereaved in Cornwall first, and to facilitate access for bereaved people to responsible, ethical service providers

4. Advisory Group

The CBN advisory group is made up of professionals with proven experience in supporting bereaved people, representing both the public and private sector, who give their time and experience without payment for the benefit of CBN. The remit of the advisory group is to use its best endeavours individually and collectively to:

- ensure a robust assessment process for the vetting of applications for listing based on evidence of compliance and alignment with CBN's aims and objectives
- monitor listings for ongoing evidence of compliance and alignment with CBN's aims and objectives, and to act on reports of non-compliance
- apply its discretionary powers fairly and in good faith, but always in favour of the protection of bereaved persons
- ensure people have choice and a wide representation of support available
- ensure the network is not being abused or being used to sell or advertise inappropriately
- keep information and contact details in the directory up to date

5. Advisory Group Representatives

- Julie Parker – Chair & CEO Penhaligon’s Friends
- Mike Bird – Enable Law Solicitor & Assistant Coroner
- Anne Embury –Suicide Liaison Service Outlook South West/CFT
- Sheridan Rosser – Atlantic Rest Natural Burial Site
- Kim Gray – WAY Widowed & Young
- Graeme de Lyons – Cruse Cornwall
- Revd Paul Beynon
- Nikki Kelly

Other representatives include

- Survivors of Bereavement by Suicide (SOBS)
- Cornwall Hospice Care
- Little Harbour Children’s Hospice SW
- Royal Cornwall Hospital NHS Foundation Trust
- Emergency Services
- National Bereavement Alliance
- SANDS
- Cornwall Council
- Faith Groups

6. Cornwall Bereavement Network hold the following lists

‘Directory Listings’ for those who provide bereavement services in Cornwall or who have an interest in bereavement services provided in Cornwall.

‘Distribution List’ for anyone interested in end of life and bereavement care in Cornwall.

‘Networker List’ for those interested in joining networking events, meetings and making regular connections with other professionals in the sector.