

Bereaved Families

How We Work

People experiencing bereavement and trauma because of violent events may face a wide range of challenges in addition to the direct pain and suffering that results from the tragic loss of their loved one. As such the way we need to work with them will require sensitivity and flexibility.

The statement below outlines the core principles to provide a coherent expectation of how we will work with families who have been bereaved as a result of violent events in Camden:

- **We will work with compassion and flexibility**, recognising the trauma these families have been through and the lasting impacts of the event. Acknowledging that their judgements may change throughout the grieving process and working with them to understand what support they need
- **We will be considerate of the longer-term impacts**. Owing to the complexity of the situation we know that our support will need to extend beyond the immediate aftermath of the event to longer term impacts, for example fear of violence to them as a family and the risk to younger siblings (if applicable) as they grow up
- **We will take a multi-disciplinary approach** to supporting the families, recognising that their needs may span multiple services. Officers from across teams will come together regularly to ensure a joined up approach
- **We will allocate a single point of contact for the family** regardless of how many services they need to interact with it is vital that they have one main person who can work alongside them. This lead officer will be identified at the earliest opportunity so the family can receive early contact.
- **There will be one Executive Director and a lead Director who takes overall responsibility** for the family. They will maintain a special interest, retaining oversight of the family and their support needs seeking assurances of pace and progress from the SPOC and team around the family. The Executive Director and lead Director would not be expected to have direct contact with the family but rather act as an unblocker and broker within the organisation.
- **Officers who work closely with the families will also receive their own support** as and when necessary and ensure they feel empowered to take decisions and be flexible in their approach to supporting the families needs.