

HOPE SUPPORT SERVICES

Supporting young people through a family health crisis

HOPE
Support Services

WHO ARE WE?

Hope Support Services is a registered charity founded by Sue Trevethan in 2009. Sue was diagnosed with cancer in 2006. Being a mum herself, Sue realised there is no support available for young people whose loved ones have a serious illness. That's why she started Hope.

Our aim is to support young people when a loved one is diagnosed with a serious illness, such as cancer by offering a safe space to talk and work through the feelings as well as connect with other young people affected by a loved one's serious illness. We do that by offering 1:1s, group sessions and secure Facebook group.

Is it counselling?

Our support is low-level, informal and not counselling, however our trained and experienced wellbeing advisors might use similar techniques to counselling such as teaching the young person healthy coping mechanisms and breathing exercises to help manage difficult emotions.

Who do we support?

We can support children and young people aged 5 to 25 inclusive, who live in the UK and have a loved one with a serious physical illness, such as cancer, dementia or a heart condition. We also offer support to young people who were recently bereaved due to a serious illness. Please check our FAQ on page 4 for more details.



OUR IMPACT

In 2024, we supported 420 children and young people, with over 150 of these attending sessions or activities for the first time. We delivered almost 1400 one-to-ones, and over 100 youth sessions and activity days.

In our 2023/2024 survey, 100% of parents or guardians said they feel like their child has better access to support that improves their mental health, are more resilient and have better support networks. Our overall service rating by parents or guardians was 9.2/10. 61% of the young people reported a big improvement in having access to support that improves their mental health, and 39% reported some improvement. 44% reported big improvement in resilience and more positive outlook, 50% reported some improvement and 6% reported no improvement. 67% reported big improvement in support networks and 33% reported some improvement.

OUR SUPPORT

The support we offer is **free**, **confidential** and **non-time limited**. We are here for as long as the young person needs us and our support is helpful.
Different types of support include:

Online 1:1 Sessions
Our online support sessions take place on Microsoft Teams or Facebook messaging and are a safe space to talk about any issues and worries. Our experienced and trained wellbeing advisors offer a listening ear, as well as healthy ways of coping with stress, uncertainty and other difficult emotions that can arise when dealing with a serious illness of a close person.



School Sessions
Young people who are unable/prefer not to do the sessions from home, might be able to do the sessions from school.

Online Youth Groups
Online youth groups are a great way to meet others who have a loved one with a serious illness or lost someone close due to an illness. Our groups are divided by age ranges to keep them engaging and age-appropriate.

> "I enjoy coming to the youth groups as it feels great to talk to others who get it"
> ~ Hope's Young Person

Secure Peer Support Facebook Group
Our secure and monitored peer support group is a place for young people (13+) to talk with others in similar situations, feel seen and understood and a part of a community.

Support in Herefordshire
We offer face-to-face 1:1 support as well as fun groups and activities for children and young people based in Herefordshire.

Signposting
We work in partnership with many great organisations and we can signpost young people to useful organisations that can offer extra support.

FREQUENTLY ASKED QUESTIONS

Is there a fee?
As we are a registered charity, our support is completely free of charge.

How long are the sessions and is there a limit of how many you can have?
Our sessions are usually 45 minutes long and there is no limit on how many sessions the young person can have, as long as our support is beneficial for them.

How often can you book a session?
The sessions can be booked fortnightly or less regularly depending on the young person's needs. The sessions are booked by the parent or the young person via our online booking system and you can choose any day and time that suits you.

Can you support anyone?
We can support children and young people aged from 5 to 25 who are based in the UK and have a loved one with a serious physical illness or were recently bereaved due to a serious illness.

Can you support young people with additional needs or mental health diagnoses?
Yes, we can support young people who have additional needs or are struggling with their mental health. However, our support is low level and if the young person needs higher level support, we might signpost to relevant organisations. Due to the nature of our support, the young person needs to be able to communicate verbally or be able to use text.

Is your service safe?
Our support is confidential and all your information is stored securely in line with our privacy policy. Our staff are DBS checked and recruited in line with our safer recruitment policy. To find out more about our privacy policy and to meet our team check our website. We also ensure that each person has an emergency contact that might be contacted in case of an emergency. Our safeguarding policy can be found on the Hope Support Services website.

Do you offer face-to-face support outside Herefordshire?
Currently, our face-to-face support is available in Herefordshire, but our online service is available to children and young people across the UK.

I haven't told my child about my diagnosis, can you support them?
For us to be able to offer support, the young person has to be aware of the referral and the diagnosis of the loved one. If you need support with telling your child, please check our "what to say" guide on our website.

I'm not sure if the loved one's illness falls under your remit.
We can support young people whose loved one has a serious, life-threatening or limiting physical illness, such as cancer, dementia, heart conditions and many more. Unfortunately, we cannot offer support if a loved one has a mental illness, addiction or disability that is not linked to a serious illness. Please get in touch if you're unsure.

REFERRING TO HOPE

Our referral process is quick and easy. Children and young people can be referred to us by a family member or a professional, or they can refer themselves.



Referring somebody

https://hopesupport.org.uk/support/refer/



Referring yourself

https://hopesupport.org.uk/support/myself/

The referral form requires some basic details such as name, date of birth, contact details and an emergency contact. All the information you provide is confidential and is stored in a secure system that is only accessed by approved members of staff. For more information about our privacy policy please check our website.

We aim to process all referrals within three working days.

CONTACT US



If you have any questions please do not hesitate to contact us:

01989 566317

help@hopesupport.org.uk

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Registered Charity No 1135680 | Registered in England No 7164190

Hope Support Services

help@hopesupport.org.uk



FREE & CONFIDENTIAL ADVICE

All our support is confidential and completely FREE

ONE TO ONE SUPPORT

Get one to one support when it is needed and for as long as it is needed

PEER TO PEER SUPPORT

Talk with other young people who have gone through a similar experience

A FULLY DIGITAL SERVICE

You can access the service using text, audio or video.

If you're aged 5-25, live in the UK and have a loved one who is seriously ill, we're here for you!

To find out more call 01989 566317 or visit www.hopesupport.org.uk/support

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