

Bereavement during the COVID-19 outbreak: Services and support for people who live or work in Warrington

Introduction

This information aims to help people who have been bereaved, understand what they need to do following the death of a loved one. We appreciate that facing bereavement is an incredibly difficult time for anyone, now even more so than usual, due to the COVID-19 outbreak. Because of this, the sheet also includes details of where people can get practical and emotional bereavement support.

The information sheet covers the following areas:

- What to do after someone dies
- How to register a death
- Arranging a funeral
- Changes because of COVID-19
- Dealing with finances
- How to find a bereavement counsellor
- The Happy? OK? Sad? site
- Local and national support services
- Communities of faith

Warrington Borough Council's (WBC) Bereavement Service

WBC's website has a detailed section on births, deaths and marriages. The information on these pages explains the practical steps which need to be taken when someone has died. The links below include local information and guidance on each point:

- [What to do after someone dies](#)
- [How to register a death](#)
- [Arranging a funeral](#)

You can also find a national step by step guide of what to do when someone has died on <https://www.gov.uk/when-someone-dies>. The "Tell Us Once" service is explained on this site. When you use "Tell us Once" to report a death, the information will be passed on to most of the government organisations which need to know.

If you have any questions or need help, please contact Bereavement Services on 01925 267731 or bereavement-services@warrington.gov.uk.

Changes because of COVID-19 National guidance for funerals

The [National Association of Funeral Directors](#) has information for people who are planning the funeral of a loved one, during the COVID-19 outbreak.

To make sure that everyone stays safe, the guidance includes restricting the number of people who can attend a funeral. The website also has suggestions for involving friends and family who are unable to attend, because of the restrictions. Please be aware that individual funeral directors and crematorium may also have their own policies, to reduce the risk of COVID-19 transmission.

Changes to local services and procedures

Details of how the process for registering a death in Warrington, has changed, because of COVID-19, can be found here: www.warrington.gov.uk/register-office-coronavirus-update

Information about changes to the service offered by Walton Lee Crematorium can be found here: www.warrington.gov.uk/walton-lea-crematorium-coronavirus-update

You can also check, with Warrington Bereavement Services, how the new regulations affect funerals which take place in Warrington. Call 01925 267731 or email bereavement-services@warrington.gov.uk.

Dealing with finances

The websites below have information about how to deal with money matters when someone has died. This includes details of financial support which might be available.

The Money Advice Service provides free, impartial advice on all areas of finance, including dealing with money after someone has died. More details can be found here <https://www.moneyadviceservice.org.uk/en/categories/when-someone-dies> or call 0800 138 7777.

The government website explains who is eligible for financial support to help with the cost of a funeral: <https://www.gov.uk/funeral-payments>

If your husband, wife or civil partner has died, then you may be eligible for a Bereavement Support Payment. You can find more details here: <https://www.gov.uk/bereavement-support-payment>

If you are bringing up a child, who has lost one or both parents, you might be eligible for Guardian's Allowance. You can find more information here: <https://www.gov.uk/guardians-allowance>

To help you manage the cost of a local funeral, you can discuss with Warrington Bereavement Services, the option of paying by instalments. Call 01925 267731 or email bereavement-services@warrington.gov.uk.

Local and national support services

The organisations listed in the table below provide information and support to people who've been bereaved. Almost all of the services listed are free, though there may be a cost for calling some of the phone lines. Also some service may make a small charge, or ask for a donation.

The information in the table below is separated into the following sections:

- Bereavement support for adults pages 5-11
- Bereavement support for children and young people pages 12-14
- Support which isn't bereavement specific pages 15-16
- Support following bereavement by suicide pages 16-17
- Booklets and leaflets on bereavement pages 18-19

Because of government advice, most services will have temporarily suspended their face-to-face support, however many continue to provide support online, or by phone, email or text. To get the most up to date information about support which is available, it's best to contact services directly.

How to find a bereavement counsellor

Although some of the services in the table below offer bereavement counselling, most offer information and unstructured emotional support. If you are looking for a bereavement counsellor, there are a number of online counselling directories, such as British Association for Counselling and Psychotherapy (BACP). On BACP's website you can find therapists in your local area, who are qualified and who work to professional standards. The site also covers: what therapy is, different types of therapy, and questions it's useful to ask before you choose a therapist: www.bacp.co.uk/about-therapy/how-to-find-a-therapist/

Often it's recommended that people don't start counselling until several months after their bereavement, this is to allow for the natural grieving process to take place. Many of the services listed in the table below, will provide advice and emotional support immediately after someone has died.

If you're looking for talking therapy, or counselling, you might also want to ask your GP whether you could be referred for free therapy via the NHS.

Happy? OK? Sad?

You can find additional information, to help you look after you mental health and wellbeing, on www.happyoksad.org.uk. This is a mental health site, for people who live or work in Warrington. The site is relevant to people whether they have a mental health problem or not, as it includes:

- simple things we can all do to look after our mental wellbeing
- symptoms of common mental health problems
- services that can offer information, advice, support or treatment
- support available if someone can't cope and needs help right now
- how to access free mental health and wellbeing training and resources

Several of the website's pages are age-related, to make it easier for people to find the information most relevant to them. There's also a page for front line workers, with details of free resources.

Pet bereavement

Losing a pet can be a very difficult experience. The Blue Cross, runs a Pet Bereavement Support Service, every day from 8.30am to 8.30pm. Call 0800 096 6606 or visit <https://www.bluecross.org.uk/pet-bereavement-and-pet-loss>.

Service name and contact details	Bereavement support offered: Adults	Who can access support
<p>The Alder Centre</p> <p>https://aldercentre.org.uk/</p> <p>0151 252 5391</p>	<ul style="list-style-type: none"> • Free bereavement and grief counselling for anyone affected by the death of a child (of any age). • Befriending: peer support from bereaved parent -volunteers. • Practical and emotional support for families who have been affected by the death of a child at Alder Hey Hospital. 	<p>Adults, children and families across the country.</p>
<p>At a Loss</p> <p>www.ataloss.org/</p>	<ul style="list-style-type: none"> • Grief chat: free online support from a bereavement counsellor. • Bereavement support, for men. • Information and resources. • A directory of bereavement services across the UK, which people can search, for specific types of support. • The site also has pages on Covid-19 and bereavement https://www.ataloss.org/Pages/FAQs/Category/coronavirus-pandemic 	<p>Bereaved people in the UK.</p>
<p>Bereavement support line</p> <p>https://people.nhs.uk/help/</p> <p>0300 303 4434</p>	<p>Free, confidential telephone support, 8.00am to 8.00pm, seven days a week. NHS staff can access three sessions, with the same counsellor. If needed, further support is available from staff mental health services.</p>	<p>Specifically for NHS staff with bereavement or mental wellbeing issues, which relate to loss experienced through their work.</p>
<p>Bereavement Trust</p> <p>http://bereavement-trust.org.uk/</p> <p>Helpline 0800 435 455</p>	<p>Free, national, bereavement helpline. 6.00pm until 10.00pm, seven days a week. Trained volunteers can offer comfort, support and practical advice.</p>	<p>Bereaved people.</p>

Service name and contact details	Bereavement support offered: Adults	Who can access support
<p>The Compassionate Friends</p> <p>www.tcf.org.uk</p> <p>Helpline 0345 123 2304</p>	<p>Information, advice and emotional support relating to the loss of a child. Support is provided through:</p> <ul style="list-style-type: none"> • A national helpline, which is open every day and every evening. • Email. • A moderated online forum. • Online events, for bereavement in particular circumstances. • Moderated Facebook groups. • A range of leaflets for bereaved families and professionals, these include one on <i>“grieving during the COVID-19 pandemic”</i>. <p>A monthly peer support group meets in Warrington. (Because of COVID-19 face to face meetings are suspended, but the Warrington group facilitator is still available to offer telephone support to bereaved parents). Parents wanting to contact the local group, should ring the national helpline.</p>	<p>Parents, grandparents and siblings (18 or over), who have been bereaved by the death of a child.</p> <p>The Warrington group is for parents who have been bereaved by the death of a child (of any age).</p>
<p>Cruse</p> <p>www.cruse.org.uk</p> <p>Helpline 0808 808 1677</p>	<p>Information, advice and emotional support relating to bereavement. Face to face support has been suspended due to COVID-19. Cruse is currently offering support through:</p> <ul style="list-style-type: none"> • A free, national, telephone helpline, open every day and some evenings. • Email. • Website resources, which include a range of free leaflets as well as several pages on COVID-19, bereavement and grief. • The website www.hopeagain.org.uk, for young people who have been bereaved. 	<p>People of any age, who have been affected by bereavement.</p>

Service name and contact details	Bereavement support offered: Adults	Who can access support
	Cruse also has information about how bereavement may be affected by COVID-19: https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief	
Dying Matters https://www.dyingmatters.org/	The aim of Dying Matters is to encourage people to talk about death, dying and bereavement. The site has practical information about planning for end of life. There is also an opportunity to connect with other people through the online forums.	Anyone who needs information on end of life, (including health care professionals and the general public).
John Holt Cancer Support Foundation www.jhcancersupport.com 01925 240054	One to one support and counselling. (Because of COVID-19 face to face support has been suspended). Support is still available by phone. The service can offer informal support soon after the bereavement, though more formal counselling wouldn't start until a few months after, to allow for the natural grieving process.	People affected by cancer.
The Lullaby Trust www.lullabytrust.org.uk Helpline 0808 802 6868	Information, advice and emotional support relating to the unexpected loss of a baby or young child. Support is provided through: <ul style="list-style-type: none"> • A free helpline, which is open every day. • Befrienders, who offer peer support by phone and email. • A Facebook Bereavement Support Group. The service is available whether the death was recent, or many years ago.	Anyone affected by the sudden and unexpected death of a baby or young child. This includes families, friends, carers and professionals.

Service name and contact details	Bereavement support offered: Adults	Who can access support
<p>Macmillan Cancer Support</p> <p>www.macmillan.org.uk</p> <p>Support line 0808 808 00 00</p>	<p>Emotional support is offered to people affected by cancer, through:</p> <ul style="list-style-type: none"> • A free, national, helpline and webchat. Both are open 8.00am-8.00pm, seven days a week. • Email. • An online peer support community <p>The service is not specific to bereavement, but Macmillan can offer emotional support to people bereaved by cancer. The site has pages on practical and emotional matters relating to bereavement.</p>	<p>People living with cancer and their loved ones.</p>
<p>Marie Curie</p> <p>www.mariecurie.org.uk</p> <p><u>0800 090 2309</u></p>	<p>Free, national, telephone bereavement support. (A listening ear service, rather than counselling). Support includes:</p> <ul style="list-style-type: none"> • A telephone support line, open every day. • Telephone support from spiritual care coordinators. • Ongoing telephone support from bereavement volunteers. • Online information and resources relating to bereavement. 	<p>People aged 18 or over, bereaved by a terminal illness.</p>
<p>National Bereavement Partnership COVID-19 Hub</p> <p>www.nationalbereavementpartnership.org</p> <p>0800 448 0800</p>	<p>A free, national, volunteer-run helpline, open 7.00am-10.00pm seven days a week. People can contact the helpline by phone, SMS, email, or chatroom. The service offers a listening ear, information, advice, support and assistance with issues associated with bereavement caused by COVID-19.</p>	<p>Anyone who has been bereaved by COVID-19, or who has a loved one ill in hospital.</p>

Service name and contact details	Bereavement support offered: Adults	Who can access support
<p>NHS Bereavement helpline</p> <p>www.nhs.uk/conditions/coronavirus-covid-19/bereavement-advice-and-support/</p> <p>Helpline 0800 2600 400</p>	<p>A free, national, helpline, open 8.00am to 8.00pm every day, providing practical advice, guidance, signposting and support to people who've been bereaved.</p> <p>Written information about COVID-19 and bereavement is also available from the website. www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/</p>	<p>Anyone who has been bereaved.</p>
<p>Sands</p> <p>www.sands.org.uk</p> <p>Helpline 0808 164 3332</p>	<p>Information, advice and emotional support relating to the loss of a baby. Support is provided through:</p> <ul style="list-style-type: none"> • A confidential, free national helpline. • Email. • An online peer support forum. • "Grief Chat", free, online chat with trained bereavement counsellors. • Online and printed bereavement resources. 	<p>Anyone affected by the death of a baby before, during, or shortly after birth.</p>

Service name and contact details	Bereavement support offered: Adults	Who can access support
Sue Ryder https://www.sueryder.org/online-bereavement-support	Information, resources and support, including free, online bereavement counselling, for people aged 18 or over. Also peer support, through an online community.	Anyone living in the UK. The bereavement counselling is for people aged 18 or over.
Sudden www.suddendeath.org/covid-19-bereavement Helpline 0800 121 6510	A free, national helpline, which provides emotional support, practical advice and signposting. Sudden also offers support by email. The site has pages with information about bereavement by COVID-19.	Anyone who has been suddenly bereaved, and the people caring for them.
St Rocco's Hospice www.stroccos.org.uk/Support-and-Advice/Our-Care/Counselling-Emotional-Care 01925 575 780	One to one bereavement counselling (Because of COVID-19 face to face support has been suspended). A fortnightly bereavement café, where volunteers offer informal support. (The café meetings are currently suspended).	The counselling is for bereaved relatives, friends and carers, of people who St Rocco's has cared for. The bereavement café is open to anyone.
Warrington Bereavement Support http://www.wbsupport.org.uk/ 01925 631516 (answerphone)	Because of COVID-19 home visits and the drop-in have been suspended. Currently phone support is being offered to people on the waiting list. (There is a six-month waiting list.) The service generally doesn't see people until three months after bereavement, so that they can go through the natural grieving process.	Anyone 18 or over, living in Warrington.

Service name and contact details	Bereavement support offered: Adults	Who can access support
<p>WBC Bereavement Services</p> <p>www.warrington.gov.uk/births-deaths-and-marriages</p> <p>01925 267731</p>	<ul style="list-style-type: none"> • Administration of Warrington’s crematorium and four cemeteries. • A payment by instalments scheme, to reduce anxiety about financial matters, following a bereavement. • Walton Lea Crematorium can support families who wish to arrange the funeral of their loved one, themselves. (There is a small fee for this). • A peer support group for parents who have lost a child. • An annual service of remembrance. • A service of remembrance, for families bereaved by COVID-19 is planned. • Friends’ groups, which help to maintain graves, people from the groups also offer informal support to bereaved people. • Emotional support relating to bereavement is provided when people ring Bereavement Services. This is informal support, rather than counselling. 	<p>Bereaved Warrington residents, who need advice on burial or cremation.</p>
<p>Warrington & Halton Hospital Bereavement Service</p> <p>https://whh.nhs.uk/services/bereavement-service</p> <p>01925 662294 or 01925 275281</p>	<p>Practical support with paperwork, following the death of a patient in the hospital.</p>	<p>Relatives, friends and carers of people who have died in the hospital.</p>

Service name and contact details	Bereavement support offered: Children and young people	Who can access support
Apart of me	A free game, available for iOS or Android, which aims to support young people through the grieving process. It includes interactive meditations and suggested techniques for helping with overwhelming feelings.	Young people (aged 12 and over) who have a very ill family member or friend. Also young people who have had a family member or friend die.
Child Bereavement UK https://www.childbereavementuk.org/ Helpline 0800 02 888 40	Information, guidance and support for, and relating to, children and young people who have been bereaved. Support is offered through a free, national helpline, email and live chat. Booked telephone support is also available to families, when a bereavement is expected.	Adults, supporting bereaved children or young people. (Including schools, professionals, parents & carers). Bereaved young people (up to the age of 25).
Child Bereavement UK (Cheshire) https://www.childbereavementuk.org/cheshire 01928 577164	Pre-bereavement and bereavement support. During the COVID-19 outbreak, this is being provided via phone, Zoom and Instant Messenger.	Young people (aged up to 25). Also parents, who have lost a child of any age. Warrington is within the catchment area.

Service name and contact details	Bereavement support offered: Children and young people	Who can access support
<p>Childhood Bereavement Network</p> <p>www.childhoodbereavementnetwork.org.uk</p>	<p>Online information, advice and resources relating to bereaved children and young people.</p> <p>Support is only in the form of resources and information, it's not interactive (i.e. the organisation doesn't have a phone line, webchat, or web forum).</p>	<p>Adults, who are supporting children or young people who've been bereaved.</p>
<p>Childline</p> <p>www.childline.org.uk</p> <p><u>0800 1111</u></p>	<p>Free, confidential, counselling and advice by phone, or online. Also peer support, from the online message boards. The counselling is general, rather than bereavement specific.</p> <p>Because of COVID-19 counsellors are currently only available from 9.00am to midnight (rather than 24/7).</p> <p>The Childline website also has written information for children and young people who've been bereaved.</p>	<p>Young people up to the age of 19.</p>
<p>Grief Encounter</p> <p>Helpline 0808 802 0111</p> <p>https://www.griefencounter.org.uk/</p>	<p>Bereavement support is currently available via:</p> <ul style="list-style-type: none"> • A free, national helpline Monday to Friday, 9.00am-9.00pm. • Live webchat and email • Online counselling. • Resources for young people, schools and professionals. <p>The site also has pages on COVID-19 and bereavement.</p> <p>https://www.griefencounter.org.uk/serviceupdate/</p>	<p>Children, young people and families who have been bereaved. Also school staff and frontline staff supporting them.</p>

Service name and contact details	Bereavement support offered: Children and young people <i>Some organisations listed in the “adult” table above, may also offer support to children and young people.</i>	Who can access support
<p>Hope Again</p> <p>www.hopeagain.org.uk</p> <p>Cruse’s helpline 0808 808 1677</p>	<p>Information and advice for young people who have been bereaved. Peer support is also available through the site’s online chat and message board.</p> <p>Hope Again, is the youth website of Cruse Bereavement Care. Young people can contact Cruse for support, through the helpline, or by email.</p> <p>Cruse’s website has pages on supporting children and young people through the COVID-19 outbreak.</p> <p>https://www.cruse.org.uk/coronavirus/children-and-young-people</p>	<p>Young people who have been bereaved.</p>
<p>Winston’s Wish</p> <p>https://www.winstonswish.org/</p> <p>08088 020 021</p>	<p>Support is currently available via a free helpline, email, Crisis Messenger and online chat. The site has information on supporting grieving children and young people during the COVID-19 outbreak.</p>	<p>Bereaved children, young people and families, following the death of a parent or sibling.</p>

Local support which isn't bereavement specific		
Service name and contact details	Support offered	Who can access support
Kooth www.kooth.com	Free, confidential, online counselling and peer support.	Children and young people aged 11-18.
St Joseph's Family Centre https://www.saintjosephsfamilycentre.co.uk/ 01925 635 448	Counselling, this is currently only taking place online.	Adults and children aged 6 upwards.
Making Space cCBT https://makingspace.co.uk/services/centres/ccbt 01925 581755	This service can help people with depression and anxiety which might be triggered by COVID-19.	Anyone 16 or over, with a Warrington GP.
Mental Health Crisis Line www.nwbh.nhs.uk 01925 275 309 This service is available 24/7	Signposting and referral into support services, for people experiencing a mental health crisis.	People of any age, in a mental health crisis, who live in Warrington, Halton, Knowsley and St Helens. Friends and family members (of someone in crisis, who lives in one of the areas above) can also ring for advice.

<p>IAPT - Talking Matters Warrington www.mhm.org.uk/talking-matters-warrington</p> <p><u>01925 401 720</u></p>	<p>If bereavement has triggered mental health problems such as depression, OCD or PTSD, then the CBT therapies that Talking Matters offers, may help.</p> <p>People need to wait at least four weeks before starting CBT treatment, so that they can go through the natural grieving process.</p>	<p>Anyone 16 or over, with a Warrington GP.</p>
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Organisations offering support after suicide		
Service name and contact details	Suicide bereavement support offered	Who can access support
<p>AMPARO Support following suicide</p> <p>https://listening-ear.co.uk/amparo/</p> <p>0330 088 9255</p>	<p>Specialist, confidential, practical and emotional support for anyone bereaved or affected by suicide.</p>	<p>Anyone bereaved or affected by suicide. This includes friends, family, colleagues, staff from emergency services and members of the public.</p>
<p>The Compassionate Friends</p> <p>www.tcf.org.uk</p> <p>Helpline 0345 123 2304</p>	<p>Information, advice and emotional support relating to the loss of a child. Most of the charity's bereavement support is general, rather than specific to suicide, but one of the moderated Facebook groups is for parents bereaved by suicide.</p>	<p>Parents, grandparents and siblings (18 or over), who have been bereaved by the death of a child.</p>

<p>Support After Suicide Partnership</p> <p>https://supportaftersuicide.org.uk</p>	<p>Online, written information for people bereaved, or affected, by suicide. Support is only in the form of resources and information, it's not interactive (i.e. there isn't a phone line, webchat, or web forum).</p>	<p>Anyone bereaved or affected by suicide.</p>
<p>Survivors of Bereavement by Suicide (SOBS)</p> <p>https://uksobs.org</p> <p>Helpline 0300 111 5065</p>	<p>Confidential peer support, following a death by suicide. Support is provided by volunteers through a helpline, by email and through local groups. Because of COVID-19, support group meetings have been suspended.</p>	<p>People over 18, who have been bereaved by suicide.</p>
<p>Winston's Wish</p> <p>https://www.winstonswish.org/</p> <p>08088 020 021</p>	<p>Support is currently available via a free helpline, email, Crisis Messenger and online chat. The site has information on supporting grieving children and young people during the COVID-19 outbreak.</p> <p>The website includes several articles relating to bereavement by suicide. The book <i>"Beyond the Rough Rock, Supporting a Child who has been Bereaved through Suicide"</i> can be bought from the site.</p>	<p>Bereaved children, young people and families, following the death of a parent or sibling.</p>

Booklets and leaflets about bereavement	
Name of booklet & organisation that produced it	Description
Bereavement Cumbria, Northumberland, Tyne and Wear NHS Trust	This self-help booklet about bereavement, is based on CBT. The booklet is available in a variety of formats and can be downloaded free. There's also a free app for iPhone, iPad and Android, which allows you to access the full range of self-help booklets. https://web.ntw.nhs.uk/selfhelp/
Bereavement - Mind	Mind's information on bereavement can be read online, or downloaded free. Alternatively it can be bought from the site, as a booklet. https://www.mind.org.uk/information-support/guides-to-support-and-services/bereavement/about-bereavement/
Bereavement Advice, Understanding Your Feelings and Grief Warrington Clinical Commissioning Group (CCG)	Warrington CCG has produced a local leaflet about grief and the emotional impact of bereavement. The leaflet can be downloaded as a PDF, from the bereavement section on www.happyoksad.org.uk .
Finding the Words - UCL	This booklet aims to help people understand bereavement by suicide, so they can offer support to friends, colleagues and family members, who have been bereaved in this way. A PDF of the booklet can be downloaded from: https://supportaftersuicide.org.uk/resource
Help is at Hand Public Health England and the National Suicide Prevention Alliance	This booklet, written by and for people bereaved by suicide, gives practical information and advice. A PDF of the booklet can be downloaded from: https://supportaftersuicide.org.uk/resource Free hard copies of the booklet can also be ordered.

Support After Suicide Partnership

This website includes a resources section, which has a range of booklets and leaflets relating to bereavement by suicide. All the resources can be downloaded free.

<https://supportaftersuicide.org.uk/resource>

Communities of faith

Some places of worship can offer spiritual and emotional support to people who have been bereaved. If you have a faith, you might want to contact the leader of your community of faith, to check what support is available. Contact details for some local communities of faith are below.

Church of England, Liverpool diocese (North of the River Mersey)

Canon Steve Parish

Tel: 01925 711830

Email: steve.parish@liverpool.anglican.org

Church of England, Chester diocese (South of the River Mersey)

Rev Anita Raggett

Tel: 01925 262939

Email anitaraggett@stjohnschurchwalton.org.uk

Muslim group in Warrington

Moazzam Hussain

Mobile: 07814 037 411

Email: moazzamh@hotmail.co.uk

<https://warringtonislamicassociation.org.uk/>

Roman Catholic Church Warrington

Canon Christopher Cunningham

Tel: 01925 630928

Email: Fr Christopher Cunningham stalbanspriory@gmail.com

Sikh temple in Warrington

Guru Nanak Gurdwara

Tel. 01925 418208

Email: ourgurdwara@gmail.com

Warrington Methodist Church

Rev David Easton

Tel: 01925 263612

Email: superintendent@sankeyvalleymethodists.org.uk

Rev Mark Coles

Tel: 01925 266537

Email: revmarkcoles.316@gmail.com

Rev Linda Bishop

Tel: 01925 416780

Email: lindabishop@hotmail.com

Even though a service, or group is included on this sheet it does not mean it is recommended by Warrington Borough Council, or that the Council has checked its quality. It is your responsibility to check the information and to find out if the service, or group is of a high standard and able to safely meet your needs.