

About Us

Cruse Scotland is a unique organisation. Our work offers bereaved people the vital support they so badly need when someone close dies. We have a proven record of providing personalised, quality support to bereaved adults and children across Scotland for over 50 years.

We are Scotland's only open-to-all bereavement charity. As such, we support people of all ages regardless of when the death occurred or the cause of death. More than half of our clients live in areas of multiple deprivation and will regularly contact us following a recommendation from their GP or other NHS specialist.

Our expertise is recognised and valued by the Scottish Government and we are called upon to provide support following significant traumatic incidents such as the Bin Lorry tragedy in Glasgow, the Baby Ashes issue in Aberdeen and we are currently supporting families affected through the difficult situation happening at Ayr and Troon Cemeteries.

We deliver specialist counselling and helpline training to around 100 new volunteers each year and provide placements for counselling students from many Scottish further education institutions. We also provide training to a wide range of external parties including Health and Social Care staff; banking, law and insurance companies dealing with bereaved people; and many third sector organisations.

Our Impact

Research shows that there are approximately 60,000 deaths in Scotland each year with around 280,000 people in Scotland being affected by bereavement. In the year 2021-22 Cruse Scotland received over 11,000 calls to its national helpline and webchat support service and delivered almost 8,000 counselling or group support sessions. Whilst this is a very significant achievement, we continue to work tirelessly to develop our services to enable us to reach even more people who need our help. Due to the pressures of the pandemic, demand for our service has continued to rise and with an increased intensity of need.



The positive impact of Cruse Scotland on those we support (in terms of improved mental and physical wellbeing, reduced need for GP and other medical assistance and earlier return to work) is clearly demonstrated by our evidence-based evaluation. A conservative estimate of the direct value of the support provided by Cruse free of charge to clients is in the region of £2.5m per annum. Our service evaluation indicates that 74% of clients confirmed they had visited their GP less often following counselling from Cruse, clearly showing that our work plays a preventative role and results in cost savings for the NHS.

Our Team

It is a testament to the hard work and commitment of those involved in Cruse that such an enormous amount is achieved with 21 members of staff (15 wte) and a volunteer team of around 270 spread across Scotland.

General Statement: Being a Trustee

The responsibility of a Trustee is to direct the affairs of Cruse Scotland through efficient, effective and accountable governance ensuring that the organisation is solvent, professionally-run and that it acts in accordance with its aims and objectives.

Trustees are responsible and accountable for the overall strategic leadership and direction of Cruse Scotland, safeguarding the assets, reputation and ethos of the organisation and promoting its work. Trustees are expected to uphold our core values.

Duties as a Trustee

The Office of the Scottish Charity Regulator (OSCR) has produced guidance information for this role. The document sets out in detail the duties and responsibilities of charity trustees in Scotland and can be found at: <https://www.oscr.org.uk/guidance-and-forms/managing-a-charity-guidance/guidance-and-good-practice-for-charity-trustees>

It is important to read these before making an application.

