



“Giving hope to rebuild lives”



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OUR TRUSTEES

Lyn Hesse (Chair)
Dr Les Ebdon, CBE, DL
Clifton Ibbett, OBE
Paul Jones
Robert Panton
Ian Pears
Tim Sharpe
Patricia Whittome
Rosaline Wong

OUR STAFF

Mark Turner
(Chief Executive)
Dr Frances Bourne, CPsychol
(Lead Coordinator)
Susanne Hamlett
(Coordinator)
Lucy Hancock
(Coordinator)
Sarah Jones
(Coordinator)
Diana Joy
(Coordinator)
Linda Kitson
(Office Manager)

PATRONS AND ADVISORS

The Trust is able to call upon the services of a number of distinguished individuals for specialist advice and support. Each of the Patrons and Advisors brings in-depth knowledge of their area of expertise to inform and shape the service we offer as it develops and evolves, to ensure that it continues to provide the best possible support.

Viscount Simon
(Jan David Simon)
Dr Tim Dalgleish
MA, PhD, MSc, CPsychol, AMBPsS
Lady Sue Acland
Rt Revd Richard Atkinson, OBE
Glen Ranger
Deputy Chief Fire Officer
MBS DipBE MIFireEChief
Alec Wood
Chief Constable
Cambridgeshire Constabulary
Tom Osborne
Senior Coroner
Bedfordshire

MESSAGE FROM THE CHAIR OF TRUSTEES AND CHIEF EXECUTIVE



Lyn Hesse



Mark Turner

As ever the past 12 months (April 2016 to March 2017) has been an incredibly busy and challenging time for the whole of the Road Victims Trust (RVT) team as we continue to provide our unique service of free emotional and practical support to all those affected by a road death in Bedfordshire, Cambridgeshire and Hertfordshire.

By its very nature, a road death will always be a violent and sudden death that leaves many people in a state of shock, pain, disbelief and anger. The RVT has 22 years of experience in supporting people who suffer as a result of a road death and we are proud of the quality and depth of service that we are able to offer. This approach has only been possible with the support of so many people and organisations who have shown genuine understanding and compassion for our work. I am delighted to report that our work was recognised by the award of the Prince Michael International Road Safety Award in December 2016 – a very fitting tribute to everyone involved with the RVT and to all those we have supported.

Our excellent working relationships with the Police Forces and Road Safety Partnerships at both strategic and operational level ensure that we are informed of every fatality that occurs on the roads of the three counties. This allows us to provide the best possible levels of victim care to those most in need. I am delighted that our work has been recognised and supported by the three Police and Crime Commissioners who have a legal requirement to commission victims' services within their counties. This work has been solidified by the agreement of a reporting framework that demonstrates how the work of the RVT has a positive outcome on the lives of those we support.

We continue to receive generous support from many grant making foundations who recognise that road death is indiscriminate in how it selects its victims. Road death doesn't just affect individuals, it affects entire communities and we are grateful for the foresight of funders who recognise the very real difference that early intervention can make to build social cohesion.

However, for all of the aforementioned people, the on-going support is only made possible by a dedicated team of Staff, Counselling Volunteers and Trustees who provide expertise, innovation and energy on a daily basis. We are honoured to be part of a small team that makes a very real difference to so many lives.

Lyn Hesse (Chair) and Mark Turner (Chief Executive)

ROAD VICTIMS TRUST VALUES

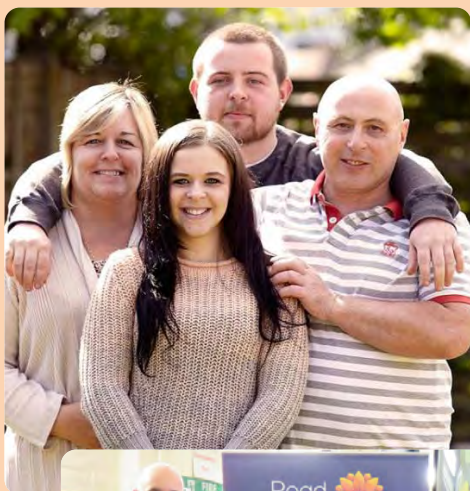


The Road Victims Trust (RVT) is a registered charity (1142336) that has operated in Bedfordshire since 1995, in Hertfordshire since 2010 and in Cambridgeshire since 2013 to provide the following services to all residents of these three counties affected by fatal road collisions:

- Regular weekly emotional and practical support for individuals and families in their homes or at our offices, for as long as it is useful.
- Space to express the whole range of feelings that come with the loss and horror following a fatal road collision.
- Time to discuss the repercussions of the collision that is a life-changing event for all those involved.
- Information on the investigation, inquest and court hearings, and preparation and support for inquests and hearings.

In addition, we offer telephone support to enquiries from outside Bedfordshire, Cambridgeshire and Hertfordshire.

A YEAR IN PICTURES



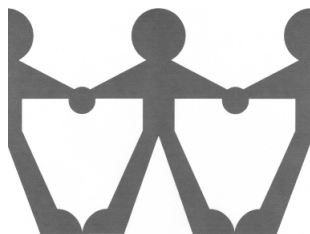
OUR FRIENDS AND SUPPORTERS

It is not possible to mention every one of the hundreds of Friends and Supporters that have donated so much by way of time, energy and money. Here is a very small selection of some of the Trusts and Businesses who have provided generous support to the Road Victims Trust.



ocado

for their on-going support
for events such as the
Annual Ball



Bedfordshire and Luton Community Foundation

for providing funding
towards the training of
Bedfordshire Volunteers



**HARPUR
TRUST**

for providing funding
towards the
Bedfordshire Service



for providing funding
towards the training of
Cambridgeshire
Volunteers



for providing funding towards
the support of Children and
Young Persons across
Bedfordshire, Cambridgeshire
and Hertfordshire



for providing funding
towards the renovation
of our offices



**Bedfordshire
Police & Crime
Commissioner**



Police and Crime Commissioner
CAMBRIDGESHIRE AND PETERBOROUGH

— **David Lloyd** —
**Police and Crime
Commissioner**
for Hertfordshire

The Police and Crime Commissioners of Bedfordshire, Cambridgeshire and Hertfordshire for providing funding towards our core service

To donate to Road Victims Trust visit
www.rvtrust.org.uk

Charity No: 1142336

146 Bedford Road
Kempston, Bedford MK42 8BH
Tel: 01234 843345
Email: enquiries@rvtrust.co.uk

MAKING A DIFFERENCE

Words cannot express my gratitude for all your support. Over the last two and a half years you have journeyed with me through the darkest of times. When I existed in a joyless grey world, you helped me experience flashes of colour and this encouraged me to edge forward, taking my grief with me. You helped me to realise that one day I would enjoy the simple things in life again and that this would not be a betrayal of my love for my son.

In the immediate aftermath, the Trust provided my family with unwavering and invaluable support at a time when it seemed to all involved that the inexorable sense of despair would take hold.

My counsellor was very attentive and patient, she told me it was ok to go through all the myriad of emotions I was feeling. I would relate to her our terrible hospital experience and the disappointment of the court case outcome. After the sessions I would feel as if a cloud had been lifted away.

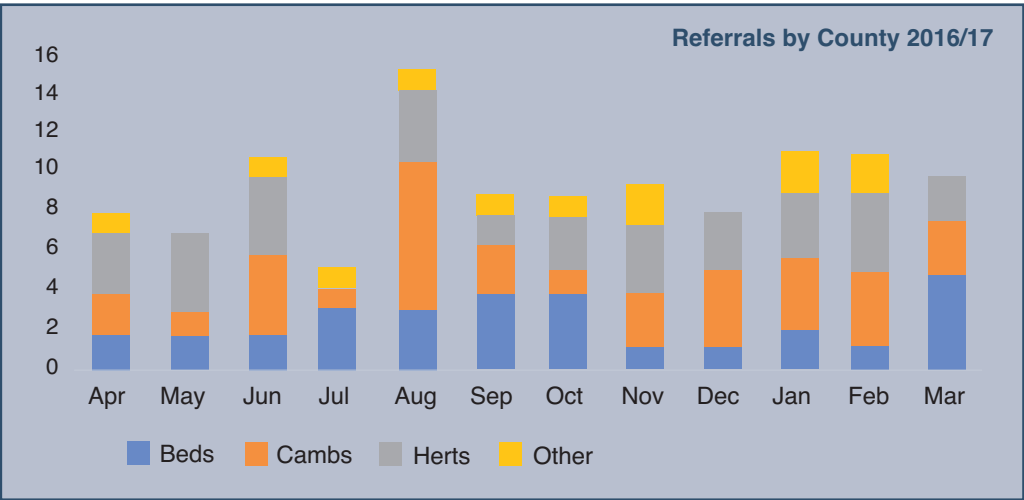
It is easier to talk to a stranger because you know talking to family and friends will upset them. Without the charity I think I would be a mess. The counselling takes the burden away because you can talk and it is in total confidence. When we got the dates for the inquest, the counsellor took us over to the coroner's court just so we knew what to expect.

They rang me for one hour once a week and, it sounds ridiculous, but I lived for that phone call. If I hadn't had it, I think I'd have jumped off the balcony; it was all I had. The volunteers have heard it all before; they know the right things to say, they know how to help, and they absorb all your pain and it kept me going for another week. They made me realise I wanted to get better, to get on with my life, and show people you can be happy again after terrible things have happened.

COORDINATORS' REPORT – 1/4/16 to 31/3/17

Referrals

Unique partnership arrangements with the police forces across Bedfordshire, Cambridgeshire and Hertfordshire allow for the Road Victims Trust to be informed of every fatality that occurs on the roads of the three counties.



111 Cases Referred



514 Offered the Service

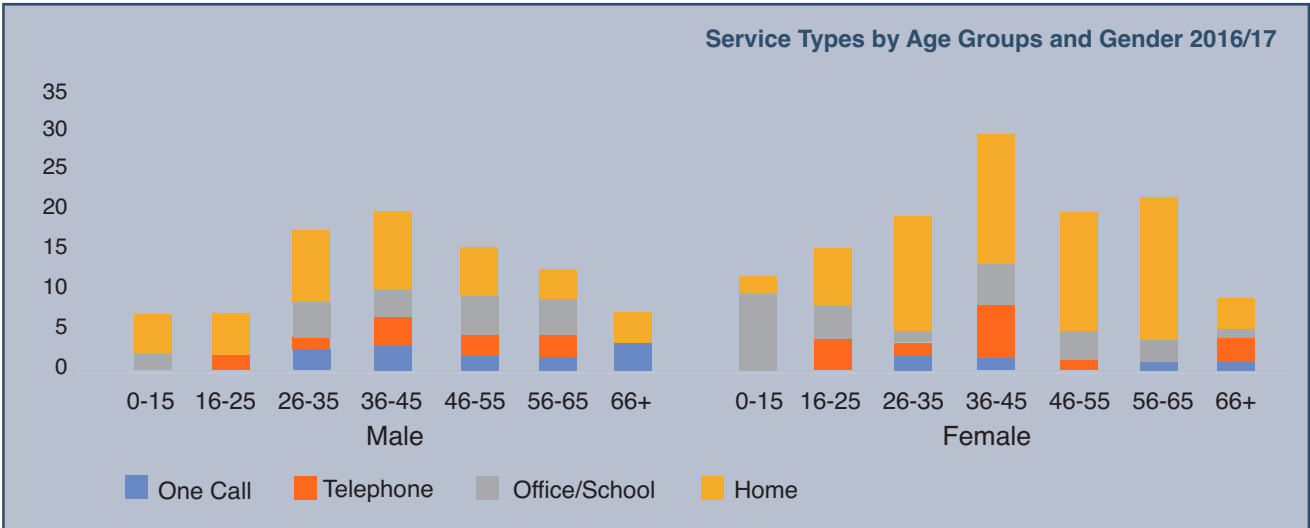


206 Received Long-Term Support

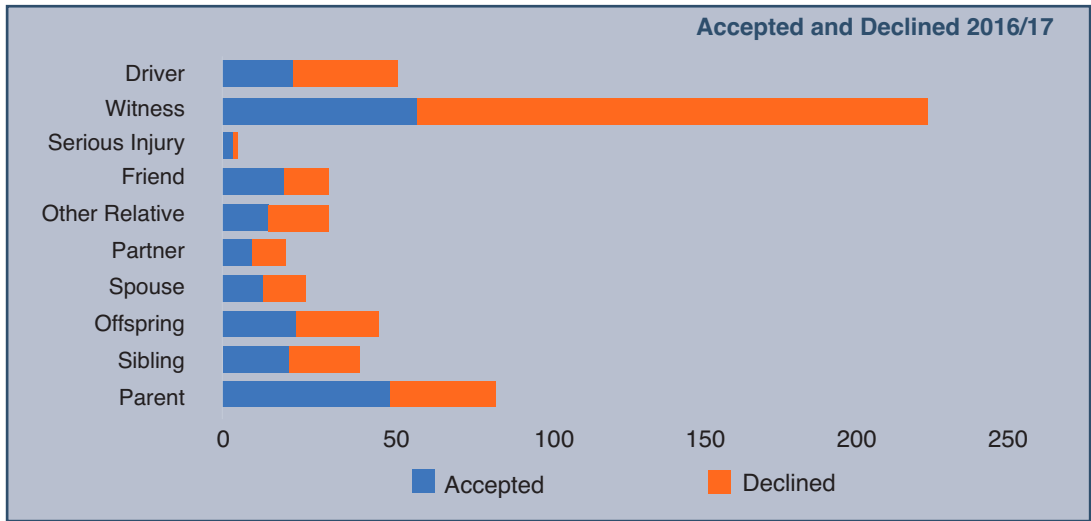
Service Provision

From the 111 cases referred, 514 individuals were offered the service. Initially contact is made by way of a letter with a follow-up call a week later. While an individual may not take up the full service the contact we have will usually involve listening to their experience, normalising their emotional response to what happened, provision of information on the procedures that follow a collision and the offer for the service to be taken up at any time it is needed if they decline at the time of the call. From the contacts 206 people went on to receive long-term support as one-hour weekly visits or telephone calls.

This year we have had a lot of appreciation shown by the individuals that require just one support call. The call itself and the information and support offered being sufficient to help them manage their experience. Equally important for some was the that their involvement in the collision warranted the call recognising what they had been through.



The chart below shows the range of individuals referred to the Trust from the collisions and their take-up of the service.



Counselling Volunteers

Over the past 12 months we have facilitated two Counselling Volunteer training courses in Luton and Stevenage. The course is an intensive 40 hours over a six week period of Wednesday evening and Saturday sessions. Two courses a year help us to improve and maintain our cover and resilience across the three counties.

We held three training days during the year that were well attended by all the service team. These days not only provide Continued Professional Development on key areas of our work but are also the only opportunity for colleagues across the three counties to meet up.



Outside the Trust

As well as in-house training the Coordinator team also provided training and workshops for other organisations. This year we gave a training session on trauma for the police officers on the Roads Policing Units. In partnership with Hertfordshire Road Safety Partnership we provided some counselling support at Learn2Live, a hard hitting programme for college and 6th Form students raising awareness around safe driving and the aftermath of a fatal collision. This will now be taken forward with us providing cover for all these events in future.

Frances, Sarah, Michelle and Susanne



TREASURER'S REPORT

Once again I am able to report a satisfactory year with another increase in our reserves which are now in total at a level slightly in excess of six months expenditure.

The revised reporting requirements of The Charity Commission have caused us to review our policies in respect of the designation of our reserves and we have felt it necessary to make a more conservative view of them in order to highlight the potential cost of circumstances that would cause us to make changes to the delivery of our service.

The demand for our services has continued to expand as can be seen from the statistics elsewhere in the report. Continued funding has been received from the PCCs, Candis and our charitable donors, in addition we have invested in house in fundraising activities at a level that has justified the cost of setting it up.

We continue, in financial good health, with, I believe, our reputation enhanced and public awareness of us at a high level.

Bob Panton



DETAILED INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2017

	£	31.3.17 £	£	31.3.16 £
Incoming Resources				
Donations and government agencies	231,107		218,940	
Fundraising	75,006		55,245	
Committed giving	2,669		2,309	
Gift aid tax refund	7,687		7,084	
Bank interest	1,477		283	
Ball Surplus	<u>14,351</u>		<u>8,894</u>	
		332,297		292,575
Resources Expended				
Salaries	181,623		174,223	
Social security	15,377		14,234	
Support services	4,512		2,581	
Room hire	528		415	
Rent and rates	1,676		1,819	
Cleaning and household	810		807	
Electricity	2,075		1,773	
Hire of equipment	11,846		5,546	
Conferences and courses	4,817		4,046	
Travel	28,847		20,444	
Advertising and promotion	3,436		214	
Legal and professional	5,023		7,470	
Accountancy	720		630	
Repairs and maintenance	5,176		2,800	
Postage	1,286		1,549	
Telephone	4,524		3,608	
Computer and internet services	24,020		5,549	
Printing and stationery	2,137		3,315	
Insurance	2,234		2,510	
Sundry expenses	<u>4,953</u>		<u>2,312</u>	
		305,620		255,845
NET SURPLUS		26,677		36,910

BALANCE SHEET 31 MARCH 2017

	31.3.17 £	31.3.16 £
CURRENT ASSETS		
Debtors	4,094	1,146
Cash at bank and in hand	<u>243,502</u>	<u>217,577</u>
	247,596	218,723
CREDITORS		
Amounts falling due within one year	<u>43,696</u>	<u>41,501</u>
NET CURRENT ASSETS	<u>203,900</u>	<u>177,222</u>
TOTAL ASSETS LESS CURRENT LIABILITIES	<u>203,900</u>	<u>177,222</u>
RESERVES		
Income and expenditure account	203,900	177,222
	<u>203,900</u>	<u>177,222</u>

(A copy can be obtained on request)