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OUR TRUSTEES

Lyn Hesse (Chair)
Prof Sir Leslie Colin Ebdon, CBE, DL
Clifton Ibbett, OBE
Paul Jones
Robert Pantou
Ian Pears
Tim Sharpe
Patricia Whittome
Rosaline Wong

OUR STAFF

Mark Turner
(Chief Executive)
Dr Frances Bourne, CPsychol
(Service Manager)
Sarah Jones
(Lead Coordinator)
Michelle White
(Senior Coordinator)
Lucy Hancock
(Coordinator)
Diana Joy
(Coordinator)
Vicky Rankin
(Coordinator)
Linda Kitson
(Office Manager)
Sue Wells
(Administrator)
Clair Bradley
(Fundraising 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 Dalglish
MA, PhD, MSc, CPsychol, AMBPsS
Lady Sue Acland
Rt Revd Richard Atkinson
Bishop of Bedford
Rt Revd Stephen Conway
Bishop of Ely
Nick Dean
Chief Constable
Cambridgeshire Constabulary
Glen Ranger, MBS DipBE MIFireEChief
Deputy Chief Fire Officer (Retired)
Alec Wood
Chief Constable (Retired)
Cambridgeshire Constabulary
Tom Osborne
HM Coroner Milton Keynes

MESSAGE FROM THE CHAIR OF TRUSTEES AND CHIEF EXECUTIVE



Lyn Hesse



Mark Turner

It is a shocking fact that each day on the roads of the UK an average of five people will be killed, with many, many more left with life-changing and serious injuries. The trail of devastation left in the wake of these road collisions is immense as people's lives change forever in the blink of an eye.

The past 12 months (April 2017- March 2018) has seen unprecedented levels of demand on the services of the Road Victims Trust (RVT) 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, the impact of which leaves many people in a state of shock, pain, disbelief and anger. The RVT has 23 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.

Our excellent working relationships with the Police Forces and Road Safety Partnerships across the three counties mean that we are able to provide an essential service to individuals and families at their time of most need. Our work continues to receive the support of the three Police and Crime Commissioners who have a legal requirement to commission victims' services within their counties, and who show genuine understanding and empathy for the plight of those left devastated by a road death.

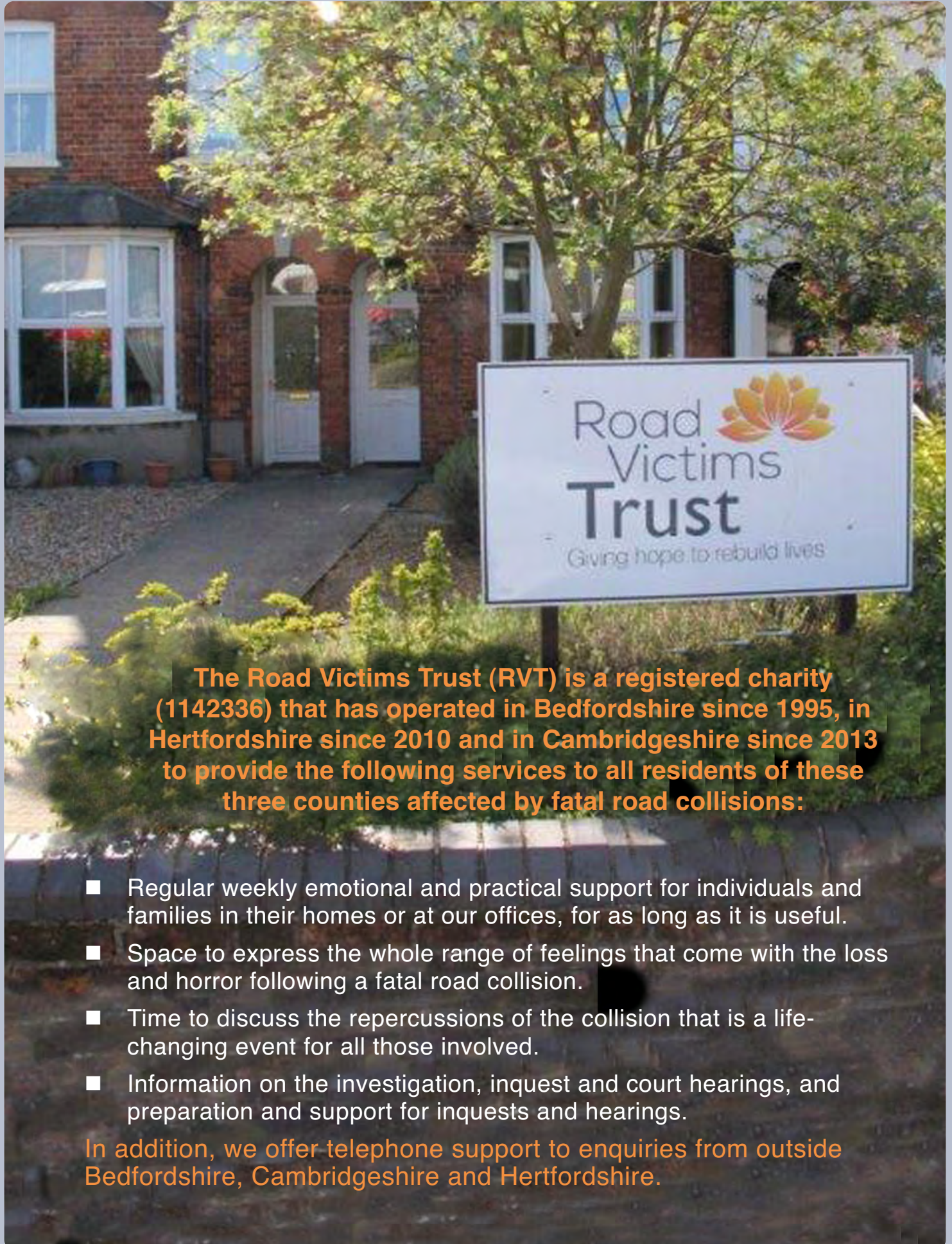
This support has enabled us to continue to recruit, train and retain a cohort of highly skilled and motivated Counselling Volunteers who provide face-to-face support to people for as long as is needed.

However, like many small charities, we remain reliant on the support and friendship of so many other people in the community who assist by way of their time or financial donations for which we are incredibly grateful. We know that road death doesn't just affect individuals, but instead ripples out into entire communities.

The early intervention of the RVT service team makes a real and lasting difference to those at their lowest possible ebb and we are all proud to be part of a small charity that continues to work tirelessly to deliver the very best bespoke victim care. This level of 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 making a 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.

OUR AMBASSADORS



Henry Wellbelove

My involvement with the Road Victims Trust came as the result of the sudden death of my younger brother, Archie, in December 2012. At the time, we were both students at the University of Warwick. I was in my second year and Archie had just started. 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. As a result of this, I feel very much indebted to the Trust. In order to repay their kindness to my family, James Rawstorne and I decided to organise a gruelling cycle ride in order to raise funds. In August 2014, we cycled 150 miles from Whitehaven to Sunderland, raising £25,000.

In my Ambassadorial role I aim to extend the reach of the charity. Chief Executive Mark Turner and I have recently been in talks about my undertaking of an ambassadorial role with the Trust, a position which I am delighted to accept. My objective is to extend the reach of the charity through social media platforms, with a particular focus on drawing in a younger demographic. By increasing public awareness and the profile of the Trust, I aim to increase financial and practical support for this more-than-worthy cause.

The Chapman Family

It all started on that fateful day, 27 December 2009. We got a call saying our son had been involved in an accident. We were taken to the hospital by the police to discover that he had been killed in a road traffic accident. Our nightmare then began.

We actually discovered the Road Victims Trust by accident, as after reading some of the literature received from the police, it advised us to go to a solicitors. Ray went to local solicitors in Baldock and the lady he spoke with there asked if we had been in contact with RVT. Up until this point we had never heard of them – and so our RVT journey began.

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.

We had continual visits for about two years during which time we could actually talk about our son without bursting into tears. We all then came to a mutual agreement that we were now able to carry on with day-to-day life, but were also told that we could contact RVT if we felt that we were not coping.

Without the valuable support of RVT we do not know where we would be now.



The Huckle Family

Wednesday 16 July 2014 began as any other day for the Huckle family. Alan, Denise and daughters, Tanya and Kayleigh, each left for work in the morning as usual with their customary goodbyes. That was the last time they'd all be together as a family. Later that day, Alan was killed in a road traffic accident. Tanya explains what happened . . .

At around 7.30pm, my mobile rang and I was really confused when it was the police. At first, I thought someone might have stolen my car, but when the policeman said, 'You need to come home, your mum needs you,' I began to worry. I immediately thought of Dad as he'd gone out on his bike but the policeman wouldn't elaborate. The 40-minute drive home was the longest journey ever and I'm so grateful to my friends who drove me and kept me company. I kept thinking Dad might have been involved in an accident and my friends were trying to keep me calm, saying all the right things to reassure me.

The police liaison officer mentioned that the Road Victims Trust might be able to help us and gave us a pack called 'Brake' to go through when we were ready. It was a couple of months before Mum



contacted them. She had gone back to work a few weeks previously as a pre-school teacher, which had helped a little, but all three of us felt that we needed some guidance with coming to terms with the shock of what had happened to Dad.

Kayleigh and I had weekly hour-long

sessions for about a year and Mum continued for 18 months. In January 2015 our counsellors attended the inquest on our behalf, which we feel was above and beyond their remit, but they put themselves through it for us to be able to answer any questions that we might have.

The counselling sessions weren't all about Dad; they were a safe place where I could discuss how life was going in general – sometimes I would get emotional or irate about things that had never bothered me before, which I was assured was a normal part of the healing process.

Following the counselling I received, the Trust has asked if we would be ambassadors for the charity, attend events and share our story with others to get its message across. We were happy to help as I'm not sure where we'd be if we had not been living in this area with access to all the free counselling we received. The volunteers are totally unpaid and want to help families through the worst times of their lives. And this is why we're helping to raise money for them too.

Kate Goldsmith



Kate has been an Ambassador of the Road Victims Trust since September 2017.

She has received the support of the Trust since August 2016 when the two vehicles in which her children were travelling were involved in a collision with an HGV. Her 11-year-old daughter, Aimee, was killed instantly along with her friends Josh, Ethan and their mother Tracy.

Speaking about the support received from the Trust, Kate said:

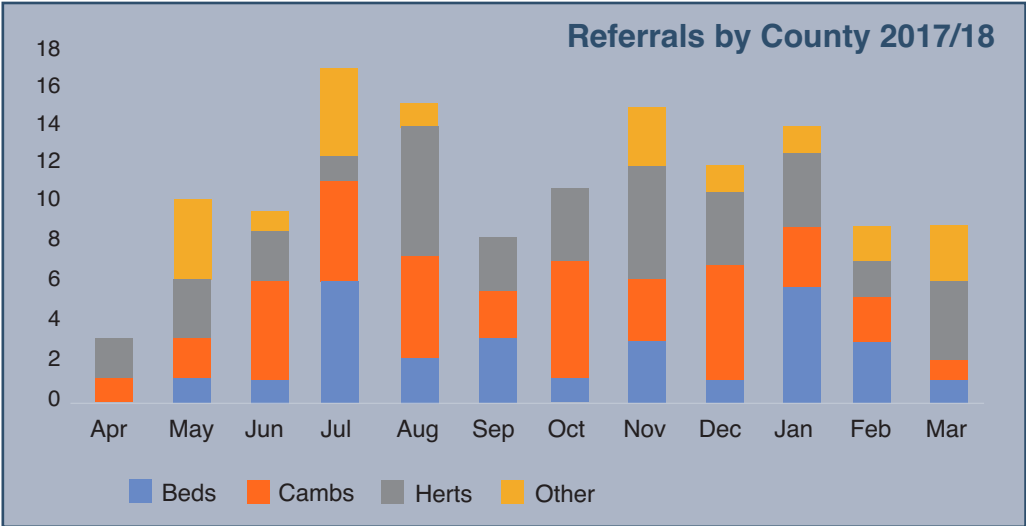
"Frankly, I do not see how it could have been possible without the strength of support around us holding our hands every step of the way.

"In memory of Aimee and to continue to protect my son Jake's future, I will strive to do anything I can to reduce that growing risk on our roads and work towards ensuring the RVT are fully supported as a charity so they may continue providing strength and support to us when we need it."

COORDINATORS' REPORT – 1/4/17 to 31/3/18

Referrals

The number of collisions referred in the period was 132, the highest number since working across the three counties. As expected the number, type and locations of the collisions varies year-to-year and month-to-month.



132
Cases Referred



494
Offered the Service



229
Accepted the Service



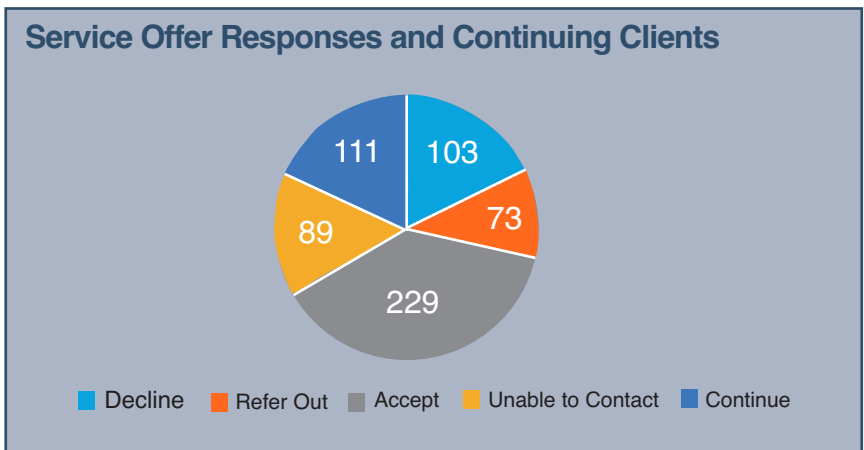
340
Received the Service
in the Reporting Year

Service Provision

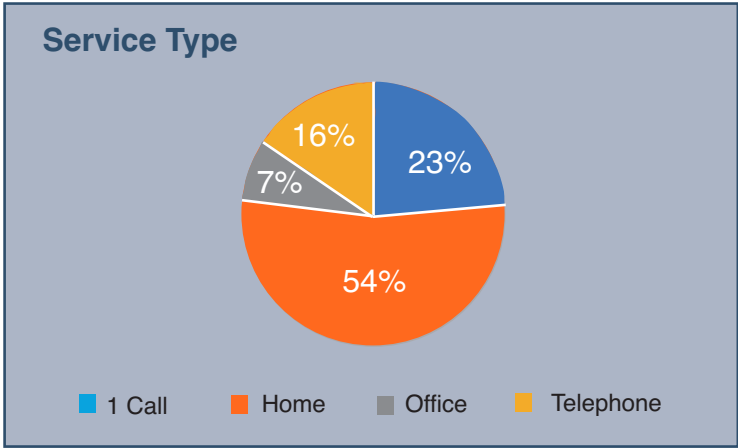
From the 132 cases referred, 494 individuals were offered the service. The initial offer is by letter with a follow-up call a week later unless immediate telephone contact is requested. While an individual may not take up the full service the contact we have will usually involve listening to their experience, 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.

All out of area contacts on the referrals are 'referred out' by being given information about support services in their area. We do work with some individuals who live out of area if, for example, they are a member of a bereaved family in our area.

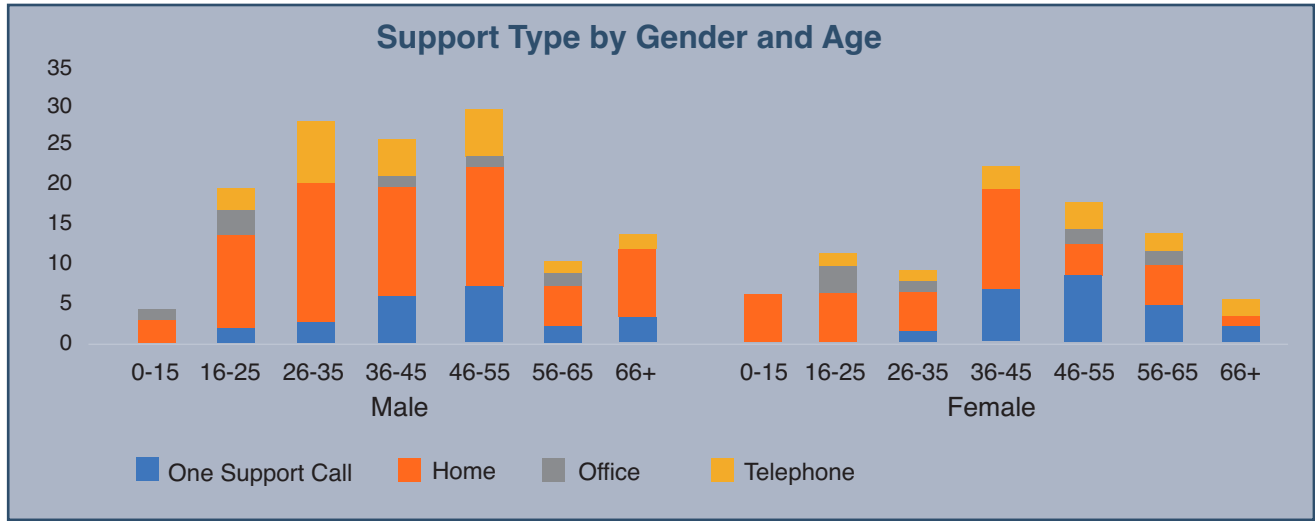
As well as the new contacts in a period we have clients continuing their work started in the previous year.



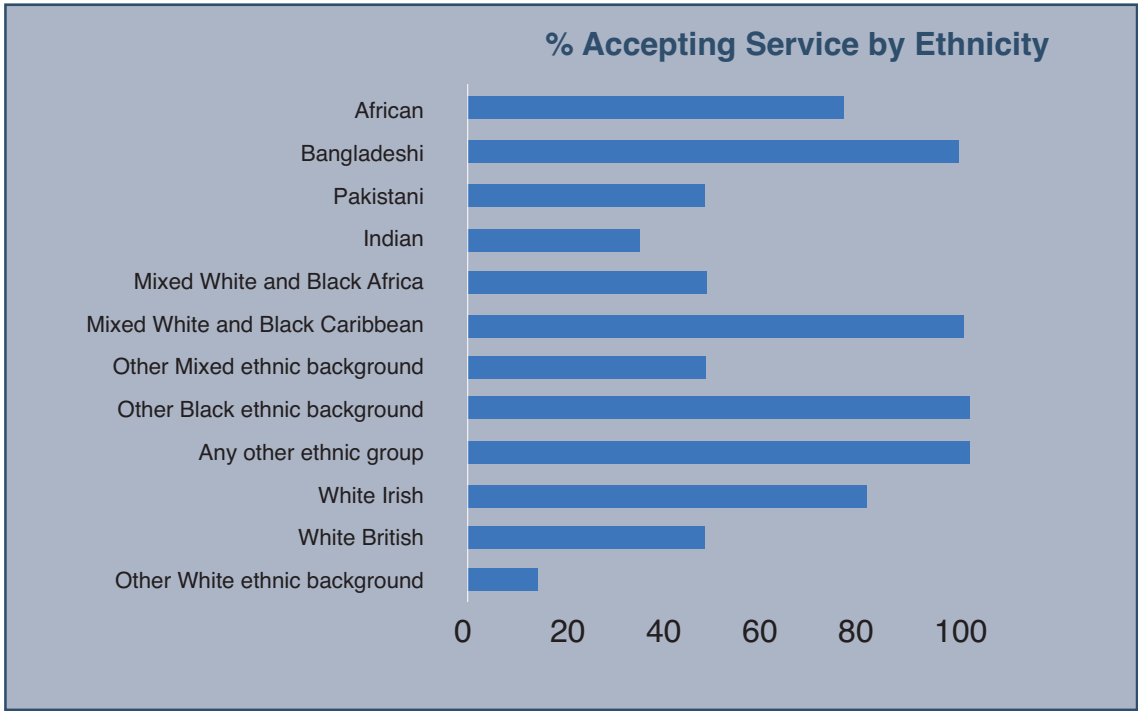
Type of service chosen by the 229 individuals who accepted the service.



The demographics of the clients taking the service this year and their choice of service.



We keep track of the acceptance by ethnicity and always offer the service with an interpreter where needed.



Service Impact

The words of the people who receive the service we offer are best placed to describe the impact of what we offer.

When W's son died as a result of a road collision, she received support from soon after the death, through to inquest and ending on her return to work. Weekly home visits were made over a ten-month period and she was supported at the inquest by her Counselling Volunteer.

'My counselling was exceptional. Without my counsellor I wouldn't be managing my grief as I do; enabling me to live again. I will never be able to thank RVT enough for the counselling and practical support they have provided me with.'

WT Bedfordshire

'Thank you, you were there when I needed you the most. In the shock, in the dark, in the pain. The support the RVT has given me has been amazing. Understanding, professional and compassionate.'

JS Hertfordshire

Client C, his partner and three month old son were involved in a collision that resulted in the death of his partner. C sustained life-changing injuries requiring multiple operations and an extensive rehabilitation programme that had to be managed with support for him as a single parent for their son who was born with developmental problems. The support we provided was wrapped around the statutory services involved and contained support for the ending of his employment, moving to accommodation that best suited the needs of father and son as well as ongoing emotional support for grieving and trauma. He described his RVT experience including resisting taking the service at first:

'I was on a lot of medication at the time and put her off a couple of times initially, but then we started to talk and it was an outpouring from me. She was A+ across the board'

'Without her I wouldn't have got through, she gave me tools to help and I still use them now. She also informed me of things around housing and transport.'

CD Cambridgeshire

Counselling Volunteers

For the third year running we were finalists in the Bedfordshire 'Cheering Volunteering' awards with Counselling Volunteer Annmarie Boyle being highly commended for her work with the Trust. During the year we ran Counselling Volunteer recruitment training courses in Huntingdon 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 across the three counties. We also provided training days open to all our Counselling Volunteers giving the wider Service Team an opportunity to come together for both sharing experiences of our client work and learning about new areas of development in our field of work.

Outside the Trust

As well as in-house training the Coordinator team also provided training and workshops for other organisations. Included this year were a Counselling training organisation in St Albans and Family Liaison Officer training across the tri-force area.

Alongside Herts Road Safety Partnership we provided counselling support for the Hertfordshire Learn2Live programme, a hard hitting programme for college and 6th Form students raising awareness around safe driving and the aftermath of a fatal collision. Supporting these valuable events held throughout September is now a regular part of our year.

The Coordinator Team

A YEAR IN PICTURES



OUR FRIENDS AND SUPPORTERS

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



ocado

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



LOTTERY FUNDED

for funding IT
equipment at our new
fundraising office



**HARPUR
TRUST**

for providing funding
towards the
Bedfordshire Service



**ST. JAMES'S PLACE
FOUNDATION**

for funding our work with
Children and Young Persons
across Bedfordshire,
Cambridgeshire and
Hertfordshire

The Wixamtree Trust[®]

Supporting the communities and people of Bedfordshire

for providing funding
towards supporting
Bedfordshire families



**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



TREASURER'S REPORT

As you will see elsewhere in this Annual Report the work of the Trust continues to expand, not in its geographic area but in terms of Counselling Volunteers recruited and trained, contacts made and clients supported.

Our income increased in the year by approximately £20,000, whilst our expenditure reduced by £30,000. We had in the previous year been able to revamp our IT systems and equipment to a standard that will enable us to benefit without the short-term need to continuously upgrade our capability.

The reserves thereby generated provide us with a very solid cash position and, backed with the funding guarantees that we have from our contractual relationships with the Police and Crime Commissioners, enables us to go forward with recruitment of Staff and Volunteers in order to ensure that our service reaches more of the clients referred to us than ever before.

We would like to thank all donors and fundraisers for their consistent support and I personally would like to pay tribute to all of the Staff, Volunteers and Ambassadors for the time and expertise they commit to providing the best possible levels of victim care.

Bob Panton, FCIS



DETAILED INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2018

	£	31.3.18 £	£	31.3.17 £
Incoming Resources				
Donations and government agencies	295,193		231,107	
Fundraising	42,202		75,006	
Committed giving	2,033		2,669	
Gift aid tax refund	5,900		7,687	
Bank interest	1,855		1,477	
Ball	5,001		14,351	
		352,184		332,297
Resources Expended				
Salaries	180,996		181,621	
Social security	14,171		14,540	
Staff pensions	1,830		837	
Support services	2,249		4,512	
Room hire	486		528	
Rent and rates	6,429		1,915	
Cleaning and household	847		997	
Electricity	2,363		2,075	
Hire of equipment	918		11,876	
Conferences and courses	1,122		3,717	
Travel	31,178		28,959	
Advertising and promotion	485		3,436	
Legal and professional	3,907		5,073	
Accountancy	744		719	
Repairs and maintenance	2,731		5,176	
Postage	1,440		1,286	
Telephone	5,663		4,524	
Computer and internet services	8,764		24,020	
Printing and stationery	2,660		2,436	
Insurance	1,598		2,234	
Sundry expenses	5,024		5,138	
		275,605		305,619
NET SURPLUS		76,579		26,678

BALANCE SHEET 31 MARCH 2018

	31.3.18 £	31.3.17 £
CURRENT ASSETS		
Debtors	4,500	4,094
Cash at bank and in hand	315,701	243,502
	320,201	247,596
CREDITORS		
Amounts falling due within one year	39,722	43,696
NET CURRENT ASSETS	280,479	203,900
TOTAL ASSETS LESS CURRENT LIABILITIES	280,479	203,900
RESERVES		
Income and expenditure account	280,479	203,900
	280,479	203,900

(A copy can be obtained on request)