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FRONT COVER: The Danks family from Soham, Cambridgeshire. Lauren Danks (centre front) was killed by a drink-driver in November 2016.

OUR TRUSTEES

Lyn Hesse (Chair)
Prof Sir Leslie Colin 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
(Service Manager)
Sarah Jones (Lead Coordinator)
Janet Cantor (Coordinator)
Lucy Hancock (Coordinator)
Diana Joy (Coordinator)
Vicky Rankin (Coordinator)
Clair Bradley (Fundraising Manager)
Ann Davies (Administrator)
Sue Wells (Administrator)

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. They are:

Viscount Simon (Jan David Simon)
Dr Tim Dalglish,
MA, PhD, MSc, CPsychol, AMBPsS
Lady Sue Acland
Rt Revd Richard Atkinson, OBE
Bishop of Bedford
Rt Revd Stephen Conway
Bishop of Ely
Nick Dean
Chief Constable
Cambridgeshire Constabulary
Robert Voss, CBE, DL
HM Lord Lieutenant of Hertfordshire
Helen Nellis
HM Lord Lieutenant of Bedfordshire
Darryl Keen
Director of Community Protection and
Chief Fire Officer - Hertfordshire
Tom Osborne
HM Coroner Milton Keynes

MESSAGE FROM THE CHAIR OF TRUSTEES AND CHIEF EXECUTIVE



Lyn Hesse



Mark Turner

Each day at least five people will be killed on the roads of the United Kingdom, with countless more seriously injured. Entire families will have their lives devastated in the most horrific of circumstances with a significant knock-on effect for the community as a whole. Road collisions continue to be the leading cause of death for people aged between 15 and 29 and yet the national picture on how victims are supported is patchy in the extreme.

At the Road Victims Trust (RVT) we are proud to be able to provide extensive practical and emotional support to all victims of fatal and serious road collisions occurring in Bedfordshire, Cambridgeshire and Hertfordshire. This is delivered by a team of highly-trained local Volunteers, under the guidance and supervision of a small team of Coordinating staff.

This level of support is only made possible by a genuine partnership approach involving the Bedfordshire, Cambridgeshire and Hertfordshire (BCH) Collaborated Roads Policing function, the Road Safety Partnerships across the three counties and other emergency services.

The tactical service level agreements in place, that ensure the RVT receive details of all persons affected by a road death, allied to the strategic funding arrangements with the Offices of Police and Crime Commissioners means that we are able to provide a genuinely unique and bespoke service to people in their time of need. Our offer of support is unconditional and we are there for as long as is needed by the individual.

The past 12 months have seen us recruit new Ambassadors to the RVT - each being able to give their own personal, and harrowing, experience of their involvement in a fatal road collision and their lives without their loved ones. You cannot help but be moved by their dignity and humanity and we know that they play a vital part in being able to get our message across to the public.

We have also been proactive in the recruitment and training of new Counselling Volunteers, increasing our cohort to 55 local Counselling Volunteers who provide weekly face-to-face sessions to those at their lowest possible ebb.

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.

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.

NEW AMBASSADORS

In 2019 we welcomed two new Ambassadors to RVT



Claire Danks

'Thursday the 10th of November 2016 started like any other Thursday. Our daughter Lauren's three younger brothers went off to school and Lauren and I went off to our morning yoga class before her shift at Center Parcs spa. Lauren had just been promoted so that evening would be her first late shift as a senior therapist and we could not of been more proud of her.

Then that evening our world was torn apart. As we sat on the sofa I remember my husband Robert saying Lauren should be home soon. As the time got closer to 11pm we knew something was wrong. I rang Lauren's mobile but it was off. Immediately we became concerned. Robert drove off to look for Lauren on her route home and I remember pacing up and down the living room knowing something was wrong. Then about 45 minutes later Robert called to say Lauren had been in an accident and to wait there as he was coming home. My whole

body filling with fear thinking Lauren was on her way to the hospital and Robert was coming to get me. A police car pulled up as Robert stepped out, his face white with pain and tears running down his face he took my hands saying Lauren was dead. At this time, emotionally paralysed, our life stopped.

A drink driver hit Lauren. Driving at speeds of 124mph as his car hit Lauren's car at 104mph the impact catapulted her off the road hitting a road sign causing fatal injuries. Knowing what had happened the driver failed to stop and continued driving almost two miles on three wheels where he then called a friend to pick him up. The driver was sentenced to seven years, only having to serve half the sentence in prison.

It was our Liaison Officer who informed us that the RVT would contact us. Our counsellor came to our home to support our family and continues to do so, every step of the way, week by week, through the court case answering any of our questions. It's the one place there was no mask on and we could be honest about how we are. This helped us to understand the roller coaster of emotions. We often referred to being in a fog a confusion of madness, which we were assured it's a normal part of shock and grief. Not knowing how to continue, the RVT have been a huge part in helping us as a family at the worst time. They have given us the tools to help rebuild a new life for our family together. I do believe this would not of been possible to do without the support from our counsellor.

To be asked to be part of the RVT is an honour. To support the charity so they can go on supporting other families at the worst time of their life, to bring awareness of the dangers on the road in memory of our daughter Lauren.'

Katie Holmes

'On the 14th of May 2015 I was cruelly robbed of my husband Garry, Daddy to our 21-month-old daughter. On the night he was taken from us he wasn't even supposed to be out. He was helping a friend at the last minute by collecting a bouncy castle for a charity event to be held that weekend.

He was due home about 9pm and although he hadn't arrived by then or called me, I didn't worry as I knew he was with his friend. I presumed they had been held up and I went to bed and fell asleep almost immediately. At about 10pm, I heard a banging on our front door and the doorbell ringing. I just presumed he had forgotten his key and was trying to wake me. I went downstairs and opened the door to two police officers.

I knew immediately. I just remember saying 'no' over and over again whilst the Police Officer was telling me, 'I'm so sorry Mrs Holmes but Garry has been killed in a road traffic collision'. The rest is a blur. I just remember the physical pain, the shock, the numbness, the complete and utter despair.



Katie Holmes (continued)

We didn't know much about the accident then and still don't. There were two men in each van that collided. Garry took the full impact and was killed instantly. The only fact we know is that the other driver was fully at fault and on the wrong side of the road for 15 seconds. He has never admitted to why this was. He had not been drinking. He had not had a medical emergency of any kind. The driver was charged with Death by Dangerous Driving, it took two years to go to court and the driver was sentenced to three years in prison, of which he has served half.

Whilst all of this was going on I still had to be a parent. I had to get out of bed every day and that was becoming very hard. I was introduced to the Road Victims Trust through Brake, a national charity. I knew that I had to create a new life for my daughter but I had no idea how to even begin that process. My counsellor came to my house every week without fail. We talked. I cried. I said all the things to him that I couldn't say to my friends and family and slowly, week by week, I could see that there could be a new chapter, some light in our future. The old chapter is safely tucked away in my heart and I can re-visit it any time I want to, but this new chapter is for my daughter and me, and with the help from the Trust I know it will be a beautiful one.

To have been personally supported by the Road Victims Trust was a lifeline. I believe wholeheartedly if it was not for the charity, my daughter would have lost both her parents. I know first-hand what wonderful work they do for those of us that are in dire need after the tragic loss of a loved one in a road death. I am humbled to be asked to be an Ambassador and it is my pleasure to be able to support them and continue to raise awareness so there can be hope for others too.'

RVT and the Police – Working Together to Support Others

We are proud to work alongside the police officers and police staff in Bedfordshire, Cambridgeshire and Hertfordshire. Our unique working arrangement and service level agreements mean that we are informed of every fatality that occurs on the roads of the three counties. This allows us to offer our support to all people affected by the trauma of the collision.

Assistant Chief Constable Paul Fullwood (right) leads the Joint Protective Services across the three counties - which includes the Roads Policing and Collision Investigation units.



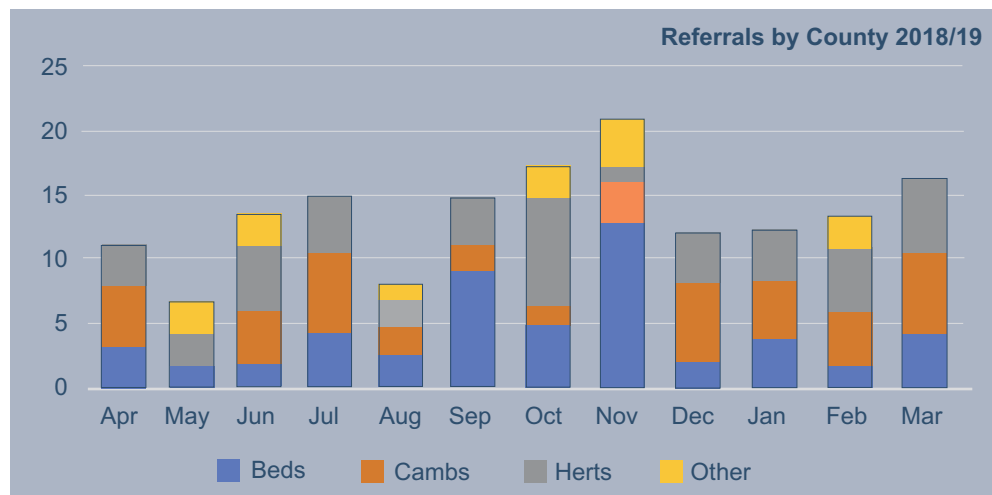
Talking about the partnership with RVT, Paul said: *"The effects of a road death are traumatic in the extreme and have such devastating consequences for those involved.*

"I know that the early intervention of the RVT Counselling Services is fundamental to supporting those at their lowest possible ebb. We are proud to work alongside the RVT and do all we can to provide the best possible levels of victim support."

COORDINATORS' REPORT – 1/4/18 to 31/3/19

Referrals

While last year saw a record number of referrals for the RVT since we started working across the three counties, in 2018/19 another increase took the number to 156. As always the pattern of referrals reflects the year-on-year variations in distribution across the months of the year and the three counties. While in 2017/18 the monthly high for referrals was July with 17, this year it was November which peaked at 21.

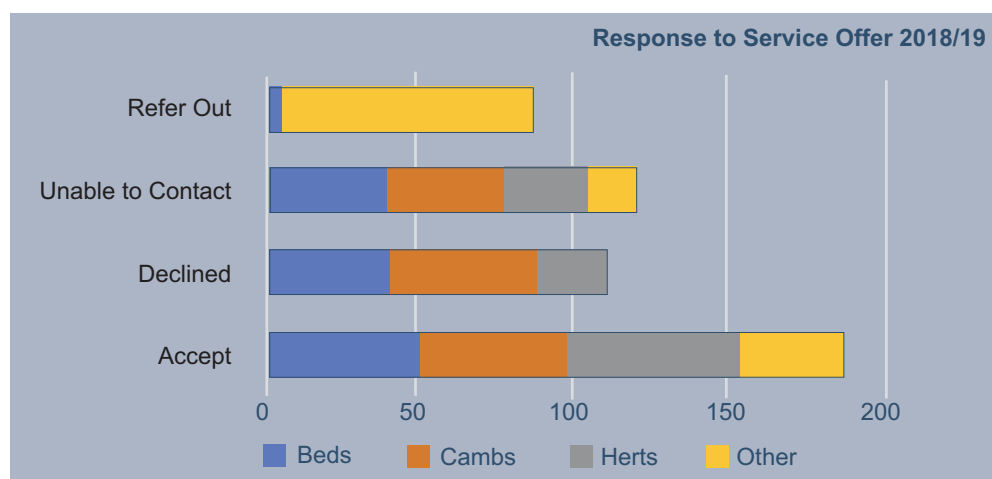


Each referral represents a collision that may have one or many people affected by the crash. The referral may therefore contain just one or several people keen to take the service offered by the RVT, and that will become apparent as we make contact with all those referred.

Service Provision

From the 156 cases referred, 515 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. Unusually in this year we referred two clients who lived in area as they were already receiving treatment for preexisting conditions.

The chart below shows the outcome of the 515 contacts we made.



From the 515 new contacts in the period, 186 became clients. There were also 94 clients continuing their support started in the previous year making a total of 280 clients for the year.



156
Cases Referred



515
Offered the Service

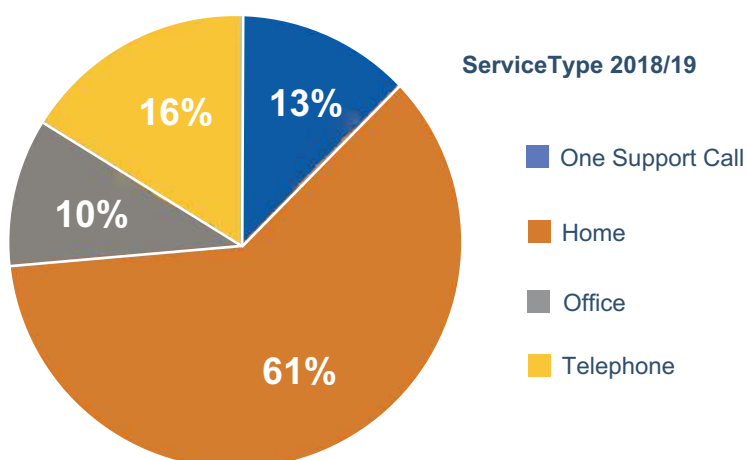


186
Accepted the Service



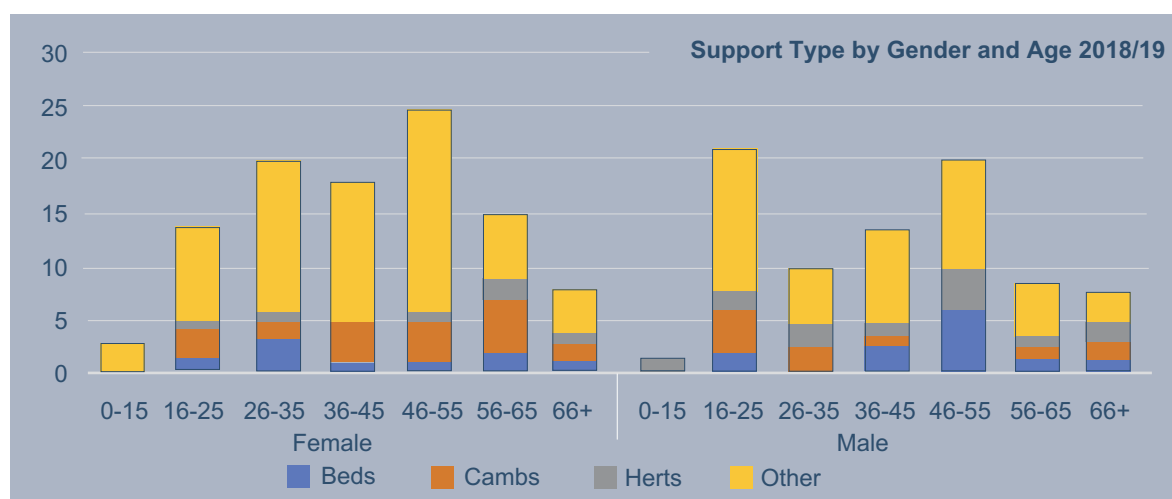
280
Received the Service in the Reporting Year

The chart below shows the service chosen by the 186 individuals who accepted the service during the year.



While the majority of the support provided takes place in the client's home, the category 'office' represents the options of using the RVT counselling rooms in our Bedford and Hitchin offices, covers children supported in their school, counselling rooms hired in the client's locality and, very occasionally, we provide the support in a client's workplace.

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

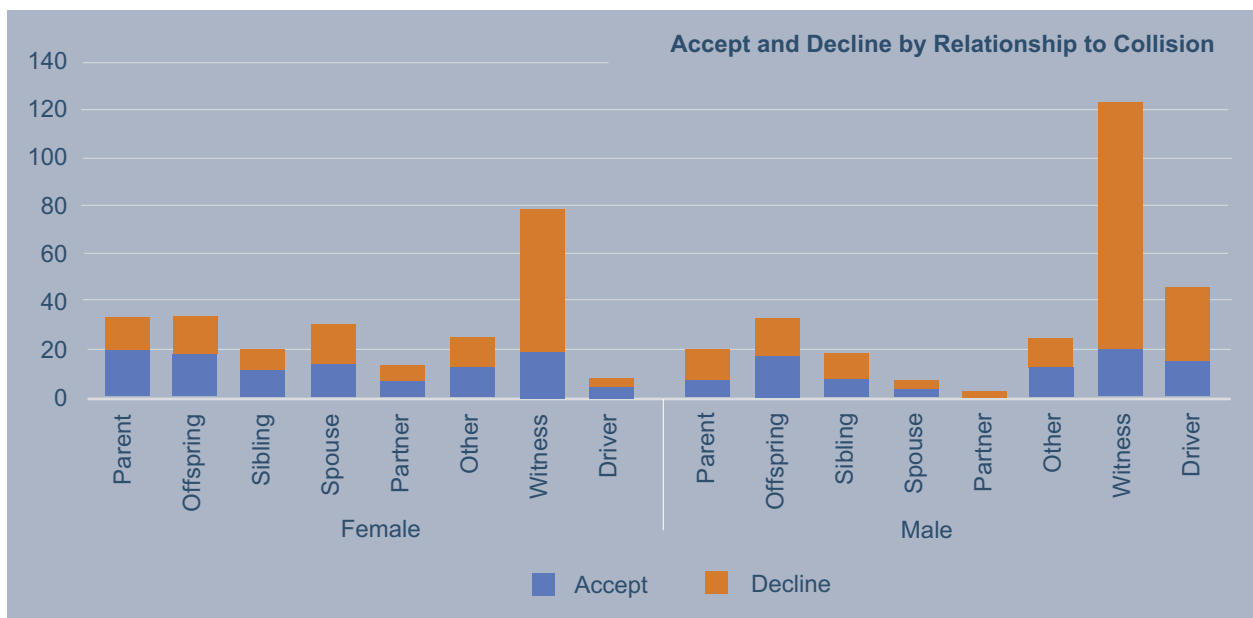


We keep track of the service take-up by ethnicity and always offer the service with an interpreter where needed. The table below shows service acceptance by ethnicity.

Ethnicity	Decline	Accept
Chinese	4	3
Any other ethnic group	0	1
Indian	1	6
Pakistani	4	0
Bangladeshi	0	2
Any other Asian ethnicity	5	1
Caribbean	3	2
African	3	3
Mixed white and black Caribbean	6	0
Mixed white and black African	0	1
Other mixed ethnicity	0	1
White British	263	149
White Irish	1	0
Other white ethnicity	42	14

Our contacts and clients groups represent people being referred who have very different involvement in the road collision. A person can be bereaved by the collision or may have witnessed or caused the collision. Some people may be bereaved and have been involved in the horror of what happened. We define the category primarily by their relationship to the deceased and otherwise their relationship to the crash.

The chart below shows the choice to take the service based on the relationship to the collision. The category 'Driver' represents a person who might be culpable.



Counselling Volunteers

During the year we ran two Counselling Volunteer recruitment training courses; an Autumn 2018 course in Stevenage and at Huntingdon in Spring 2019. The course is an intensive 40 hours over a six-week period of Wednesday evenings 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 to share experiences and learn about areas of development in our field of work. There are currently 55 Counselling Volunteers in the Service Team.

Outside the Trust

As well as in-house training the Coordinator Team can also provide training and workshops for other organisations. Again this year we took part in the 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

SERVICE IMPACT

The themes taken from the end of service questionnaires for this report capture the beginnings and endings with our clients. In many cases this shows the adjustment time needed to incorporate a sudden death, with stories of moving from despair to hope.

'Without RVT I feel I would have given up on life. They helped me to see I had a future.' **Anon, Cambridgeshire**

'Your counsellor has helped me through one of the most traumatic periods in my life and without his support and encouragement I really don't know how I could have coped with the tragedy of my daughter's death.' **David, Hertfordshire**

'I contacted RVT after my Dad's funeral, that's when it got too much for me. I was on auto-pilot during the two weeks up to the funeral. The counsellor made me feel that you can take your time. She made me feel like I wanted to remember the good memories and not how my Dad was taken away from us.' **Anon, Bedfordshire**

The 'us' in the quote above captures that for many of our clients they are one of many grieving one death, or coping with traumatic memories.

'I thank the RVT with all my heart for the help I have been given. I thank my counsellor for all the work she put in to get me to the place I'm in today.' **Eliot, Cambridgeshire**

We may start work with a family group:

'Our counsellor was very kind, understanding and gave us all as a family a voice to how we were feeling. Even though only two family members going forward are having individual sessions it was really important we were able to discuss in a safe place how our feelings were different and it was ok not to feel the same way.' **Anon, Hertfordshire**

or help an individual with this:

'They have helped me understand not only my grieving but also that of my family members.' **Graham, Bedfordshire**

For many of our clients this will be their first experience of counselling and three male clients wrote about their initial uncertainty about it:

'I would never have gone to counselling before, but now I have more respect for people that do.' **Anon, Hertfordshire**

'Although I came to counselling approximately 15 months after my son's death and all the legal things had been sorted and my denying I needed counselling, the benefits I got from your services astounded me.' **Graham, Bedfordshire**

'At first I wasn't sure about counselling but I would recommend it to anyone. It helped me to talk and bring out pain without really knowing it.' **Mark, Hertfordshire**

The feedback on the service provided can give us vital information on what we can improve and what we do well. A client from Cambridgeshire who said that: *'Without RVT I feel I would have given up on life, they helped me to see I had a future,'* also told us that:

- She would have liked more details about what to inform people and who ie: pension department, council, tax office.
- Her counsellor had little knowledge of the legal procedure but she was very good at finding out for our next session.
- More knowledge of the court procedure would be very useful.

While the training course for Coordinators and Counselling Volunteers is lengthy and comprehensive it will never fully cover the complexities and differences we encounter with each new collision referral. The above feedback is useful for when we first deploy newly trained Counselling Volunteers. While they have support from both their Supervisor and the Coordinator managing the case, we need to make sure we monitor client requests for information closely in these early deployments.

Thanks and other comments often appear on the end of a questionnaire:

'I'd like to say thank you to RVT and my counsellor.'
'I would recommend it to anyone.' **Mark, Hertfordshire**

'Your assistance was timely, comprehensive and accurate.'
'Your counsellor provided an exemplary service of the highest possible standard.'
'I cannot sing his or your organisation's praises enough.' **David, Hertfordshire**

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.



BIG
LOTTERY
FUND

**NATIONAL
LOTTERY FUNDED**

for the training and
recruitment of
Counselling Volunteers



BBC

**Children
in Need**

for supporting children
and young people
affected by fatal
collisions



for funding the ongoing
training of Counselling
Volunteers



**HARPUR
TRUST**

for providing funding
towards the
Bedfordshire Service

The Wixamtree Trust[®]
Supporting the communities and people of Bedfordshire

for providing funding
towards supporting
Bedfordshire families



— **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

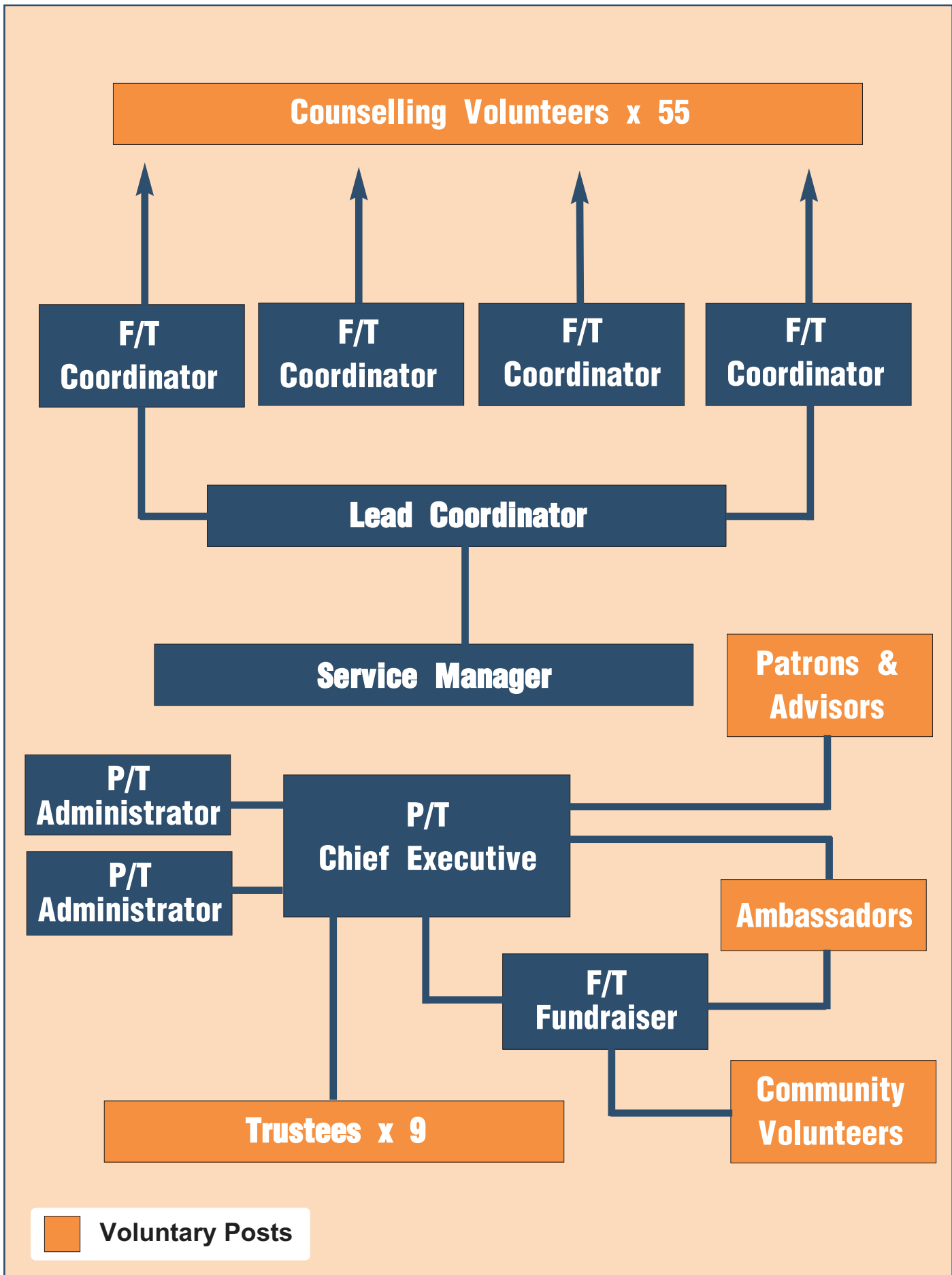
To donate to Road Victims Trust visit
www.rvtrust.org.uk

Charity No: 1142336

146 Bedford Road
Kempston, Bedford MK42 8BH

Tel: 01234 843345
Email: enquiries@rvtrust.co.uk

ORGANISATIONAL STRUCTURE – JUNE 2019





TREASURER'S REPORT

The year from April 2018 to March 2019 continued the improvement in the Trust's financial resources that started in 2014.

The RVT undertook last year to ensure that, where required, we would provide our service to those clients affected by life-changing injury and we have done that with increasing the number of paid staff and also increased the number of active trained volunteers.

After the one-off expenditure reduction we achieved in the previous year we have used this saving to cover the cost increases that have arisen from the staff investment above.

Despite that we still generated a modest surplus. I do not expect that in the current year. We know that the 'Big Give' Christmas appeal will generate less for us and we have deferred our annual Ball until the next financial year, and are undertaking it with Bedford Park Rotary Club on a shared basis.

We are financially sound and, provided that the change of Police and Crime Commissioners in 2020 does not give rise to a substantial change in the level of support, will continue to be so.

I would like to pay tribute to the whole team of Staff and Volunteers for their ongoing work and commitment. In respect of fundraising activities we have worked innovatively to both increase the amount of activities involving our supporters and to research an ever-widening circle of grant-making foundations to give financial support. In this context I ought to mention the magnificent Soham Mums who raised over £26,000 from the sale of their 2019 calendar – 50% of which came the way of RVT.

Thank you to all who supported us in any way. Without your belief in the work of our Charity we would not be the success we are.

Bob Panton, FCIS



DETAILED INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2019

	£	31.3.19 £	£	31.3.18 £
Incoming Resources				
Donations and government agencies	300,324		295,193	
Fund raising	36,716		42,202	
Committed giving	1,844		2,033	
Gift aid tax refund	7,117		5,900	
Bank interest	2,386		1,855	
Ball	2,479		5,001	
		350,866		352,184
Resources Expended				
Salaries	213,600		180,996	
Social security	16,249		14,171	
Staff pensions	3,759		1,830	
Support services	955		2,249	
Temporary staff	4,350		-	
Room hire	1,550		486	
Rent and rates	6,337		6,429	
Cleaning and household	989		847	
Fund raising costs	5,416		-	
Electricity	1,687		2,363	
Hire of equipment	2,142		918	
Conferences and courses	4,431		1,122	
Travel	37,097		31,178	
Advertising and promotion	6,883		485	
Water	265		-	
Legal and professional	6,151		3,907	
Accountancy	700		744	
Repairs and maintenance	1,272		2,731	
Postage	1,245		1,440	
Telephone	7,069		5,663	
Computer and internet services	10,149		8,764	
Printing and stationery	3,416		2,660	
Insurance	1,719		1,598	
Sundry expenses	724		5,024	
Refreshments	472		-	
		338,627		275,605
NET SURPLUS		12,239		76,579

BALANCE SHEET 31 MARCH 2019

	31.3.19 £	31.3.18 £
CURRENT ASSETS		
Debtors	11,517	4,500
Cash at bank and in hand	<u>314,988</u>	<u>315,702</u>
	326,505	320,201
CREDITORS		
Amounts falling due within one year	<u>33,788</u>	<u>39,722</u>
NET CURRENT ASSETS	<u>292,717</u>	<u>280,479</u>
RESERVES		
Income and expenditure account	<u>292,717</u>	<u>280,479</u>

(A copy can be obtained on request)