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Helen Nellis and Robert Voss CBE CStJ**
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FRONT COVER:

**Shows RVT Ambassador Katie Holmes
whose husband Garry was killed
on the road in 2015.**

Road Victims Trust

Giving hope to rebuild lives

We are pleased to introduce this year's Annual Report that illustrates the commitment that the Road Victims Trust make in providing emotional and practical support to all persons affected by a road death in Bedfordshire, Hertfordshire and Cambridgeshire.

The aftermath of a fatal road collision is truly devastating, with numerous lives being taken and countless more being irrevocably changed in a blink of the eye.

The early intervention of the Road Victims Trust makes a very real difference to the people who receive their support.

We are proud to be Patrons of a small local charity that supports so many families and individuals at their time of need.

Please take time to read the report and learn more about their work.



Robert Voss CBE CStJ
HM Lord Lieutenant of Hertfordshire



Helen Nellis
HM Lord Lieutenant of Bedfordshire

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 (w.e.f.Oct 2020)

Mark Turner (Chief Executive)
Sarah Jones (Clinical Lead)
Janet Cantor (Coordinator)
Lucy Hancock (Coordinator)
Diana Joy (Coordinator)
Vicky Rankin (Coordinator)
Clair Bradley (Fundraising Manager)
Ann Davies (Administrator)
Clare Glendenning (Administrator)

PATRONS AND ADVISORS

The Trust is able to call upon the services of a number of distinguished individuals for specialist advice and support.

They are:

Robert Voss CBE CStJ
HM Lord Lieutenant of Hertfordshire

Helen Nellis
HM Lord Lieutenant of Bedfordshire

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

Charlie Hall QPM
Chief Constable
Hertfordshire Constabulary

Darryl Keen DL
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

The Road Victims Trust (RVT) has 26 years' experience of delivering extensive practical and emotional support to all victims of fatal and life-changing road collisions occurring in Bedfordshire, Cambridgeshire and Hertfordshire. During this time we have faced, and overcome, many obstacles, yet 2020 has proved to be the biggest challenge of them all.

Since the year end, like all other charities and businesses, we have been addressing the unprecedented environment created by COVID-19 and have been busy redefining our services to ensure no diminution in the timeliness or quality of the support we provide.

Despite the effects of lockdown and other restrictions on movement it remains a fact that 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 15-29 and yet the national picture in how victims are supported is patchy in the extreme.

Against a backdrop of increased scrutiny of charity governance, changing trends in volunteering and almost complete cessation of community fundraising activities, the RVT has continued to support people across the three counties whose lives have been devastated by the trauma of a road death or life-changing injury.

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 three Offices of Police and Crime Commissioners, the Road Safety Partnerships across the three Counties and the other Emergency Services.

Additionally a team of Patrons, Ambassadors and Trustees bring a wealth of experience and influence to our strategic direction and delivery.

However, none of this would be possible without the outstanding dedication, skill and expertise of our Staff and Volunteers who have continued to ensure that the needs of the bereaved and injured are at the forefront of everything we do.

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 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.

SERVICE TEAM REPORT 01/04/19 TO 31/03/20

During 2019/20 the Coordinator Team and over 50 Counselling Volunteers supported 196 people across the three counties affected by the sudden and devastating impact of fatal and serious injury road collisions. We have continued to support 83 people who we began working with in the previous year. In total, we provided over 1,400 hours of specialist counselling sessions.

The Road Victims Trust (RVT) provides free counselling sessions for as long as this is useful. We also offer practical support through the legal and administrative processes following fatal and serious injury road collisions.

Since mid-March 2020, when restrictions on meeting in person came in due to Covid-19, RVT temporarily changed the way in which we support our Clients, moving firstly to telephone sessions and later, following further training, to offering the option of online counselling support sessions.

Whilst restrictions from March 2020 meant that there was far less traffic on the roads, it is of note that the number of fatal and serious injury collisions referred to us remained close to the levels that we, regrettably, see each year.

In April 2019, twelve new Counselling Volunteers joined the team having completed our 50hour specialist training course. Our 2020 course was delayed and we amended our programme which started in February from in-person to online. A further five Counselling Volunteers joined the service as a result.

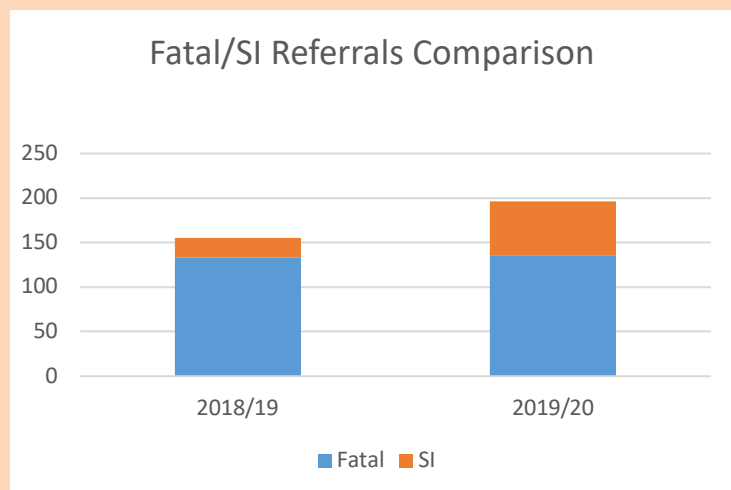
In addition to our core service, during 2019, we also provided counselling support at the Learn2Live Programme alongside the Herts Road Safety Partnership; provided training for Police Family Liaison Officers; and information sessions for Roads Policing Officers across the three counties.

It was a challenging end to this reporting period but the whole team has come together and risen to this challenge. This has meant that we have been able to continue to support all of our Clients without compromising on the core of what we do.

Sarah Jones
Clinical Service Lead

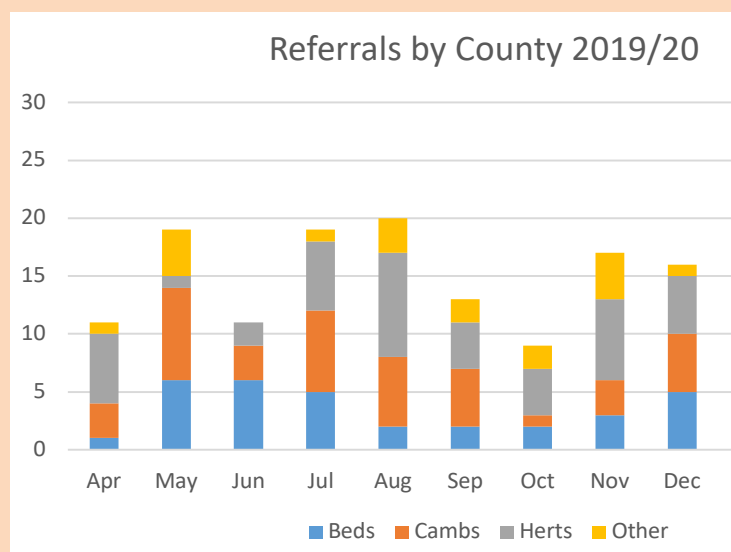
Referrals

196 collisions were referred to Road Victims Trust (RVT) compared to 156 in the previous period.



A major factor for the increase in collision referrals is the increase in Serious Injury (SI) referrals which almost trebled to 61 compared with 22 in the previous period. Our work with SI cases has developed in line with the need to provide for victims of crime related SI collisions.

As always, the pattern of referrals reflects the year on year variations in distribution across the months of the year and the three counties. In 2019/20, the monthly high for referrals was February with 24, whereas last 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 which becomes apparent as we make contact with all those referred.

Serious Injury

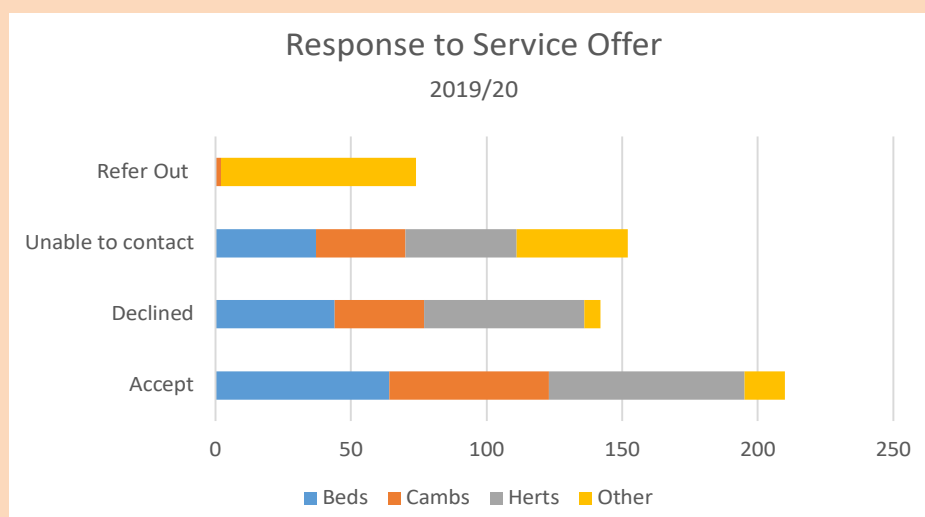
During November and December 2019 we ran information and discussion workshops with all Roads Policing Unit (RPU) officers across the three counties. These have led to the development of guidelines on SI referrals, and a better understanding on both sides, of the cases to be referred and type of support offered to SI clients by RVT.

Of the 196 collision referrals received during this period, 135 were fatal and 61 were serious/ life changing injury.

Service Provision

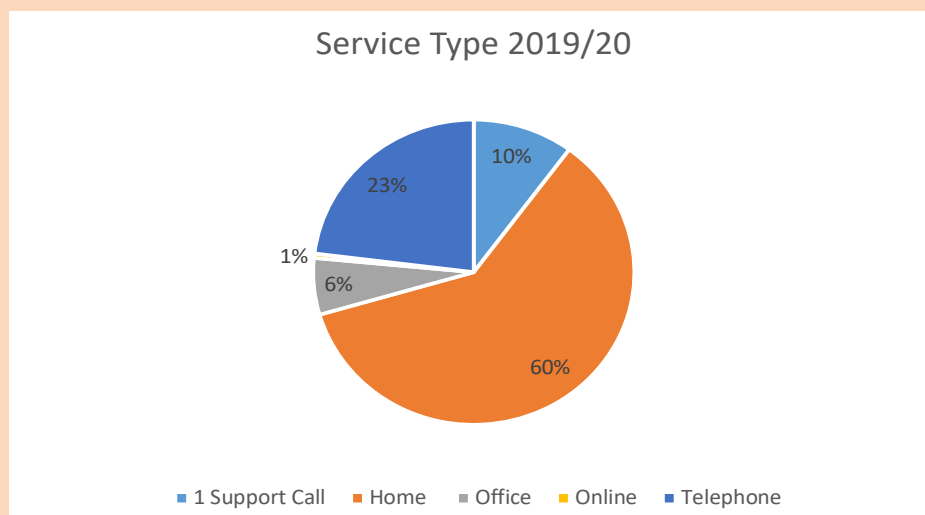
From the 196 cases referred, 588 individuals were offered the service. All out of area contacts on the referrals are 'referred out' by being given information about support services in their area. We do work with some individuals who live out of area, for example if they are a member of a bereaved family in our area.

During this year we referred two children in Cambridgeshire who lived within area to another service more suitable to their needs. The chart below shows the outcome of the 588 contacts we made.



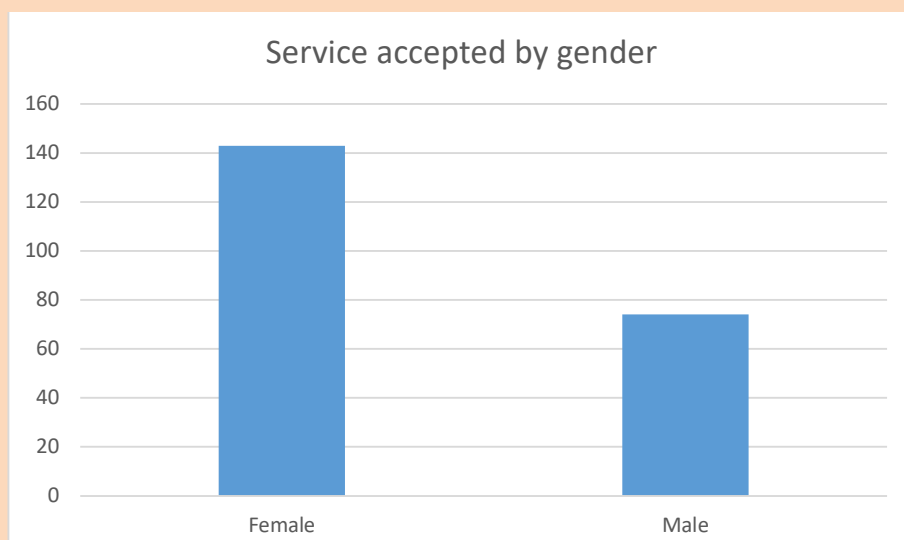
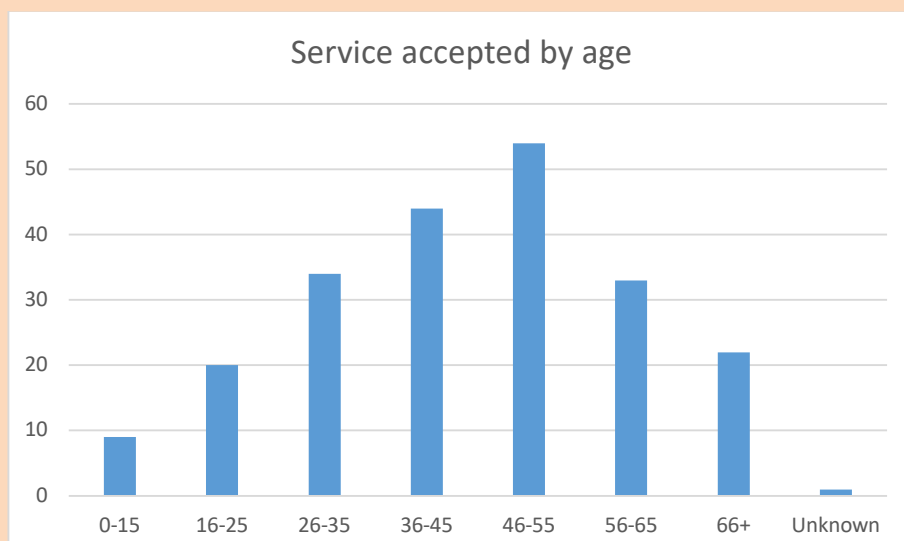
From the 588 new contacts in the period, 210 became clients. There were also 83 clients continuing their support started in the previous year making a total of 293 clients for the year.

The chart below shows the service chosen by the 210 individuals who accepted the service during the year.



While the majority of the support provided in the 2019/20 period took 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. This year we have a higher proportion of telephone sessions as existing clients during March 2020 and new clients moved to remote working when we went into lockdown due to Covid 19. The 1% in this chart shows the beginning of working online and as time has progressed through 2020, our online work has increased considerably.

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



Ethnicity	Accepted	Declined
Any other Ethnic Group	0	2
Indian	4	25
Pakistani	1	1
Bangladeshi	0	1
Any other Asian background	1	3
Caribbean	2	7
Unknown	1	64
British	200	239
Irish	0	1
Other white ethnicity	8	28

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.

"My hour with my counsellor each week has helped me more than I could ever express to anyone. She helped me unravel all the over-powering feelings and thoughts in my head I had since my Mum died. She confirmed that all my feelings were valid and worked with me in such a gentle way, taking time to focus on every element of the process and giving me invaluable tools to cope going forward. She is a life saver"
(H, Wiltshire)

"Thank you for helping me start to live again"
(AV-Q, Bedfordshire)

"Just want to say thank you to L for all her help and support and thank you to everyone at RVT for their guidance and support during this time
(Anon)

"An independent person to talk to was a huge help in walking me through the stages. Thank you for all the support – I was really in a bad place after the accident and you came and rescued me from a very dark place."
(Thomas, Bedfordshire)

"I just wanted to thank you all & in particular V for the invaluable help & support that you provide. Quite simply without your help I'm not sure who I would've turned to. As you may recall, my company's employment assist program couldn't help as they were not specialised & said there was too much trauma to deal with. Once again thank you, please pass on my gratitude to your team"
(MN, Bedfordshire)

"Thank you for all your support – I would recommend RVT"
(Sharon, Bedfordshire)

"V was very kind and helpful and understood how I felt"
(EB, Warrington)

"I would like to thank S for being so supportive and listening to me. She's really helped me to talk through everything that happened to me and to have a more positive outlook on life."
Anon
(Cambridgeshire)

"They were very helpful and quick to come and see me... and see how they could help me with my grief. The sessions were helpful – talking to someone who didn't know me but could understand and advise ways of coping with my loss and how to deal with it."
Anon,
(Hertfordshire)

"Thank you for the counsellor support – T was amazing"
(AA, Hertfordshire)

"Words will never be enough to express my thanks and gratitude to N and the RVT. Being placed on a waiting list by the doctors and school wasn't an option then as she couldn't cope with her feelings. The support A received was invaluable – within a few sessions I could see a difference in her and more importantly, she noticed too. As more sessions were arranged, A was able to cope and deal with her feelings better. She also started to care about herself again."
(Anon)

"My Counsellor was excellent – helped me through a very difficult time
(Brenda, Bedfordshire)

"I would like to thank you for all the help and support I had from J. She has helped me through a terrible experience which is still not over yet as we still haven't had the court case yet after nearly three years which I think will be dramatic. Thank you again for your support. I'm not sure if I will need it again at the trial, but feel able to contact you if necessary."
(RW, Bedfordshire)

Road Victims Trust Ambassador - Katie Holmes

The Road Victims Trust are able to call upon several Ambassadors who have first-hand experience of how we work. Our Ambassadors help to raise awareness of the services that we provide so, in turn, others can also receive the support. One such Ambassador is Katie Holmes, whose husband Garry (pictured) was killed on the road in 2016.

Katie's story is below...

"On the 14th 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. 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

We didn't know much about the accident then and will still don't know now. 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 3 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 in my heart and I can re-visit it any time I want to, but this new chapter is for my daughter and I, and with the help from the Road Victims 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 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".



Road Victims Trust

Giving hope to rebuild lives

RVT and the Police – A Partnership Approach to Supporting People

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 fatal collision and numerous other life-changing injury collisions that occur on the roads of the three counties. This allows us to offer our support to all people affected by the trauma of the collision.

Chief Superintendent David Boyle BA Mst (Cantab) is Head of Specialist Operations for the Joint Protective Services across the three Counties.

Speaking about the unique partnership between Police and the RVT, David says “It remains our absolute privilege to continue to work with the Road Victims Trust. The impact of the death of a loved one in a road traffic collision is difficult to comprehend, and the role of the RVT in supporting people through some of the most difficult times of their lives is truly humbling.



The care provided by RVT Counsellors assists people to recover from trauma, grief and loss and we are proud to work closely with such extraordinary people. Having recently reviewed and signed off our service-level agreement again, we have reaffirmed the ongoing commitment of Bedfordshire, Cambridgeshire and Hertfordshire Joint Protective Services to work in partnership with this remarkable charity”.

Working Together to Reduce Casualties on the Road



The Road Victims Trust are represented at the 3 Strategic Road Safety Partnerships across Bedfordshire, Cambridgeshire and Hertfordshire. These partnerships all strive to reduce the amount of casualties on the roads of the three counties and we are able to bring our experience and expertise specifically to look at the Post Collision response.

Matt Staton (pictured) is the new Road Safety Partnership Delivery Manager for Cambridgeshire and Peterborough, who have just adopted a new Vision Zero strategy to aim towards zero deaths and severe injuries by 2040.

Matt says "The key change with the new Vision Zero strategy is a move to looking at the wider transport system and context in which we use the roads, rather than focusing just on the moments when collisions happen. It accepts that people will always make mistakes but that the system as a whole needs to take this into account to try and eliminate or reduce the harm caused when mistakes happen.



This includes how people behave, the speeds they drive, how the environment is designed, what vehicles people use and also how we respond when collisions happen.

The role of the Road Victims Trust is essential in providing support to those involved in any serious collisions that do occur and helping those involved in the incident, witnesses, emergency service staff and others affected deal with the emotional trauma caused."

Fundraising for the RVT



Clair Bradley

In order to continue to provide our services across Bedfordshire, Cambridgeshire and Hertfordshire, the RVT rely on the friendship and support of many people, groups and businesses across the communities. RVT fundraising manager, Clair Bradley says

“ Like so many Charities the RVT has seen a huge reduction in the amount of fundraising activity taking place within the community during 2020. This is entirely understandable and we remain optimistic for a much better 2021.

We remain extremely grateful to a very loyal band of friends and supporters who continue to do so many amazing things to raise awareness and funds for the RVT, a few of whom are pictured below taking part in previous events”



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.



for supporting children
and young people
affected by fatal
collisions

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

for providing funding
towards supporting
Bedfordshire families



*Supporting grieving
families through
Covid 19*



**Covid 19 Emergency
fund**



Bedfordshire & Luton
Community Foundation
**Covid 19 Emergency
fund**



— 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 AND ACCOUNTS 2019/2020

The results for the year confirmed that the income stability we had achieved in the previous two years was sustained and that despite a further increase in the staff establishment and costs we operated virtually within the year's income.

Despite some very real initial concerns arising from the possible effects of the Coronavirus Pandemic on our reserves we have proved to have a resilience of which we can be proud.

Some of our major financial supporters have gone the extra mile for us. The need to make changes to working practices has enabled us to make some expense savings without any diminution in the quality or quantity of our service.

As I write this there is still much uncertainty about a return to "normal" but I know that we can have confidence that the reserves that we have will enable us to operate through 2021 without any need to curtail our services.

I would like to pay tribute to our Staff and Volunteers who have adapted to the changes imposed on us and to all of those involved in continuing to generate income. We are in their debt.

Bob Panton



THE ROAD VICTIMS TRUST

DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31ST MARCH 2020

INCOMING RESOURCES

	31.03.20	31.03.19
Donations and government agencies	284357	300,324
Fund raising	54,076	36,716
Committed Giving	1,915	1,844
Gift Aid	7,536	7,117
Bank Interest	2,392	2,386
Ball	<u>0 350276</u>	<u>2,479 350,866</u>

RESOURCES EXPENDED

Salaries	229,462	213,600
Social Security	17,218	16,249
Pensions	5,558	3,759
Support Services	4,173	955
Temporary Staff	0	4,350
Room Hire	1,126	1,550
Rent and Rates	6,870	6,337
Cleaning	917	989
Fund Raising	5,148	5,416
Electricity	2,357	1,687
Equipment Hire	873	2,142
Conferences and Courses	8,293	4,431
Travel	32,539	37,097
Advertising & Promotion	1,335	6,883
Water	288	265
Legal & Professional	3,527	6,151
Accountancy	714	700
Repairs & Maintenance	2,651	1,272
Postage	1,408	1,245
Telephone	8,314	7,069
Computer & Internet	12,723	10,149
Printing & Stationery	1,551	3,416
Insurance	1,784	1,719
Sundry Expenses	792	724
Refreshments	<u>1,320 350,941</u>	<u>472 338,627</u>

NET SURPLUS/DEFICIT

-665

12,239