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### FRONT COVER:

Adam Pearson raised funds for RVT by completing the Olympic distance London Triathlon in August 2021- 5 years after being an entirely innocent victim in a road collision between an HGV and several vehicles that killed 4 young people and left Adam with serious injuries that required 3 operations and numerous hours of rehabilitation.

# Road Victims Trust

Giving hope to rebuild lives

*We are pleased to introduce this year's Annual Report and Impact Statement for 2020-2021 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 CStJ**  
HM Lord Lieutenant of Bedfordshire

## OUR TRUSTEES

Lyn Hesse (Chair)  
Prof Sir Leslie Colin Ebdon, CBE, DL  
(resigned Aug 2021)  
Paul Jones  
Robert Panton  
Ian Pears  
Tim Sharpe  
Diane Stevens (since 20/01/2021)  
Patricia Whittome  
Rosaline Wong

## OUR STAFF (w.e.f. Oct 2021)

Mark Turner (Chief Executive)  
Sarah Jones (Clinical Lead)  
Janet Cantor (Coordinator)  
Lucy Hancock (Lead Coordinator)  
Diana Joy (Coordinator)  
Vicky Rankin (Coordinator)  
Joanne Schofield (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 CStJ  
HM Lord Lieutenant of Bedfordshire

Dr Tim Dalgleish,  
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  
(retired July 2021)

Tom Osborne  
HM Coroner Milton Keynes

# MESSAGE FROM THE CHAIR OF TRUSTEES AND CHIEF EXECUTIVE



Lyn Hesse



Mark Turner

Despite the effects of lockdown and other restrictions on movement it remains a fact that each day at least 5 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.

The Road Victims Trust (RVT) has 27 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. The need to provide professional, effective and timely personal support to those affected by death or life changing injuries resulting from road collisions is key to helping those traumatised start to move to a point of beginning to cope with their experience.

The well-established and tried and tested formal Service Level and Information Sharing Agreements with the Bedfordshire, Cambridgeshire and Hertfordshire Police Forces and Offices of Police and Crime Commissioners allows for the very best levels of victim care delivered by a highly skilled and qualified team of Counsellors and Coordinators. Additionally the RVT is represented at both Strategic and Tactical level at the 3 County Road Safety Partnerships and are committed to the delivery of a Vision Zero Strategy that seeks to eliminate road death and significantly reduce life-changing injury collisions.

We firmly believe that the local commissioning of services, delivered by local people to local people, allows for the provision of the very best levels of victim care. The RVT sits on a national working party that is seeking to address the disparities that road victims face depending on the area that they live.

The RVT Service is delivered by a small team of paid staff who coordinate a cohort of 55 professional Counsellors who volunteer their time and expertise to support those bereaved or affected by a road death or life-changing injury.

Our thanks are extended to the entire team who work tirelessly alongside their Emergency Services and Road Safety partners to provide hope to rebuild the lives of those at their lowest possible ebb.

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.

And finally we would all like to say a special thank you to Frances Bourne who stepped down from the Clinical Lead role in September 2020 after 10 years at the RVT. Frances designed, shaped and lead the delivery of the Counselling Service with skill, determination and great professionalism. We are hugely indebted to her.

**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 and life-changing 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

01/04/2020 – 31/03/2021

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 serious road collisions.

Since mid-March 2020, when restrictions on meeting in person came in due to Covid-19, RVT changed the way in which we support our Clients, moving immediately to telephone sessions and later, following further training, to offering the option of online counselling support sessions and we will continue to work in this way until we can safely return to in-person working.



Whilst restrictions from March meant that there was far less traffic on the roads for a period, it is of note that the number of fatal and Life- Changing collisions referred remained close to the levels that we regrettably see each year.

In February 2021, ten new Counselling Volunteers began our 50hour specialist training course which was delivered live on zoom and as a result eight further Counsellors have joined our team. We also developed our capacity to work with Children and Young People (CYP) by providing a number of our Counsellors with high quality CYP training.

In addition to our core service, during 2020, we also supported the development of the online Learn2Live Programme alongside the Herts Road Safety Partnership by being part of their video presentation; we also provided bereavement and trauma training for a counselling training centre in Hertfordshire.

It has been a challenging year, however, the service we provide, whilst different from pre-pandemic times, has remained of high quality and this is due to the exceptional commitment and professionalism of both the staff team and our valued Counsellors who offer their services on a voluntary basis.

**Sarah Jones**  
Clinical Service Lead

## During the reporting period from April 2020 to March 2021

Received 137 referrals relating to fatal and life-changing collisions - 80% of which were from the Police in Bedfordshire, Cambridgeshire and Hertfordshire.



Provided long-term support to 249 individuals by way of a one to one counselling service.



Provided 1,408 hours of specialist counselling sessions.



Provided 3,200 of dedicated staff time ensuring the needs of clients are met.

Maintained, trained and retained a cohort of 55 highly trained and qualified Counsellors.

# We Will Remember Them

The World Day of Remembrance for Road Traffic Victims takes place on the third Sunday in November every year as the appropriate acknowledgment of victims of road traffic collisions. This year the Road Victims Trust held Services of Remembrance at St Albans Cathedral and Great Saint Mary's Church in Cambridge. The services are well supported by the Emergency Services, Road Safety Partnerships, Clergy, Lord Lieutenants, High Sheriffs, Community and Business Leaders and, of course, many families and friends of those who have been killed on the roads.



# 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 three 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.

Simon Brown (pictured) chairs Hertfordshire's Road Safety Partnership and works for Hertfordshire County Council Highways. He oversees a number of teams including driver and cycle training, safety cameras, road safety education, crossing patrols and travel planning.



Simon explains *'Hertfordshire's Strategic Road Safety Partnership has the following vision:*

*To support stakeholders in delivering co-ordinated and targeted activity through a holistic mix of engineering, education, engagement and enforcement to reduce road casualties, antisocial road use, community concerns and costs to society. The Road Victims Trust are integral to the delivery of that vision, not just through their traditional 'post collision response' role supporting people affected by the trauma of serious and fatal collisions, but also as part of wider preventative initiatives.*

Deputy Chief Constable Trevor Rodenhurst is the Chair of the Bedfordshire Strategic Road Safety Partnership. Speaking about the partnership arrangements Trevor says:

*"The Road Safety Partnership and Roads Victims Trust continue to be proud to work collaboratively with the Police Officers and Police Staff across Bedfordshire, Cambridgeshire and Hertfordshire. The unique working arrangement and service-level agreements mean that RVT are informed of every fatal collision and numerous other life-changing injury collisions that occur on the roads of Bedfordshire and beyond. This allows them to offer support to all people affected by the trauma of the collision"*



# 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.



**BBC**  
**Children  
in Need**

for supporting children  
and young people  
affected by fatal  
collisions



**The Wixamtree Trust**<sup>®</sup>  
Supporting the communities and people of Bedfordshire

for providing funding towards  
supporting Bedfordshire families



**COMMUNITY  
FUND**

*Supporting grieving  
families through  
Covid 19*



**HARPUR  
TRUST**

For supporting families  
on Bedford Borough



**HCF**  
Hertfordshire Community Foundation

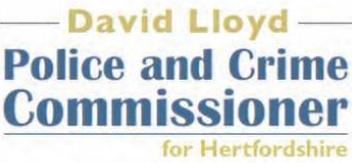
**Covid 19 Emergency  
fund**



**BL  
CF**

Bedfordshire & Luton  
Community Foundation

**Covid 19 Emergency  
fund**



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](http://www.rvtrust.org.uk)**  
Charity No: 1142336

146 Bedford Road  
Kempston, Bedford MK42 8BH  
Tel: 01234 843345  
Email: [enquiries@rvtrust.co.uk](mailto:enquiries@rvtrust.co.uk)

# 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 “After experiencing a huge reduction in fundraising activity throughout the year of 2020, we are grateful that 2021/2022 looks more encouraging. Slowly but surely our fundraising activity is increasing and we remain optimistic that the levels of engagement will continue to increase.

As always we are extremely grateful to our very loyal friends and supporters who continue to fundraise for us in many wonderful ways, continuing to raise awareness and funds for the RVT. The pictures show just a small selection of some of the wonderful people who helped us to help others”



# RVT Fundraising Standards

The RVT conforms to all recognised fundraising standards. We are a member of the Fundraising Regulator and the Institute of Fundraising in the UK. The RVT recognises and conforms to the 6 guiding principles expected by the Charity Commission.

- Planning Effectively
- Supervision of Fundraisers
- Protecting Reputation, Money and Other Assets
- Following Fundraising Law and Regulation
- Follow the Recognised Standard for Fundraising
- Be Open and Accountable



# THEY SAY IT BEST

I appreciate the empathy and understanding of my counsellor. The grief journey has a lot of ups and downs and it was really helpful to have an objective and empathetic person to support me during what has been a tough 2 years. Made more challenging due to the pandemic and other family and personal issues.  
(Jacquie, Hertfordshire)

S (Counsellor) was so amazing and really made me feel safe during our talks. She helped me regain confidence within myself and strategies for coping with my anxiety. Thank you so much.  
(Jamie, Cambridgeshire)

I would like to thank you for all your help over the last 3 years which has helped me cope with the loss of my grand-daughter even though I will never get over the loss of her or agree with the light sentence for taking her life.  
(RW, Bedfordshire)

The Support I received from the RVT was crucial to me and being able to return to work, cope with my grief and better look after my mental health.  
(ET, Bedfordshire)

My name is Clare and tomorrow will be the four year anniversary of my fatal car accident. I contacted your services after being recommended to by the police at the time and a lovely lady called Julia helped me through all of my problems for nearly a whole year afterwards. I just wanted to say how grateful I am that this wonderful charity exists and that there is absolutely no way I would be in the position I am now currently in without it. Since my accident and speaking with J (Counsellor), I have done things I never thought I would be able to do again, I have even got married and am starting a new job in the new year to carry on with my career. I honestly feel none of this would have been possible without your help and it really demonstrated to me just how powerful it is to talk through issues and trauma to someone, and I hope more people who are in need can really benefit from all that you provide. Once again, to all the team, thank you so much and you all are doing such a brilliant job! Take care and keep safe.  
(Clare, Hertfordshire)

I cannot fault you guys in any way. S (counsellor) was brilliant and helped me understand what I was going through was okay and normal. Very strong lady to hear me cry when talking to her on lots of our phone calls. If you didn't know an answer to my questions, you would find out. I didn't have support at court due to Covid, but it was the first time for me. S helped me understand what to expect. Very helpful. Thank you  
(Jackie, Cambridgeshire)

The fantastic help I received made me feel relaxed and confident when speaking to RVT and helped set me up for my new normal life. Seeing a kind face ready to listen me rant. I was given and shown lots of ways to calm myself and manage my situation.  
(JS, Cambridgeshire)

D (Counsellor) has been brilliant and has pulled me through. Her phone calls were like a comfort blanket. Without D I don't know how I would have got through it. She was someone I could tell everything to. The calls once a week helped me to cope.  
(Linda, Bedfordshire)

# Clifton Ibbett OBE 1937-2021

## The Founding Trustee of the Road Victims Trust

Clifton Ibbett, who died on May 6th aged 83, was a former High Sheriff of Bedfordshire (2004), a successful businessman and a modest philanthropist who backed numerous good causes all over the county of Bedfordshire. Clifton was a founder of the Road Victims Trust and remained a fully active and engaged Trustee right up until the end. Together with his good friend, and present Treasurer, Bob Panton, the solid foundations of the RVT were put into place and built upon. The early days of the RVT were difficult, as regular funding streams were difficult to establish, and it was Clifton's immense spirit and generosity that kept things afloat.

Some years ago, Clifton spoke about the formation of the Trust and said "I was involved right from the beginning when, a couple of years after my two daughters had been killed in a fatal road collision on December 23rd 1982, I was at a Black Tie function in the town. I happened to be sitting next to and opposite the then Director of Victim Support and the then Deputy Chief Constable – and the conversation somehow got around to how did I cope with the loss of my two daughters? I explained that I and my then wife had tremendous support from friends and relations.



*Clifton Ibbett at his OBE Investiture at Buckingham Palace in 2015 seen above with his son, John Ibbett, wife, Margaret Ibbett and Jennifer, daughter of the late Sheila Ibbett.*

I count myself very fortunate to have had very supportive parents, a reasonably strong Christian faith, many friends connected with the church, many friends and business colleagues and not in any way to belittle them many Just Friends. It was an amalgam of all these people with their many and different backgrounds and life experiences which helped us through the first 7-8 months up to the time when my wife left me in July 1983.

After my wife left, my son John – then 21 – and I looked after each other. On one very cold February evening in 1984 we both arrived at the back door together. John had had a particularly bad day at work, and he broke down and said "you and mum had a lot of support when the girls had their collision, but nobody realised I had lost my sisters."

As a consequence of recounting this in the conversation it was decided something formal should be set up and we arranged a further meeting – which for a multitude of reasons did not take place for over a year. Eventually it was decided we would start something under the auspices of Victims Support and with the active involvement of the police. A meeting was held to which the great and the good of the county were invited, along with interested family members of recently bereaved persons.

The first office location was in a portacabin in the Bedford Road police station. It then moved to the Victim Support premises in Kempston, and we received great support and encouragement from the Director. It soon became apparent that we did not fit with Victim Support national procedures and in spite of the best efforts of the team we could not get a sustainable working arrangement. Thus the Road Victims Trust was born and the rest from then on has been a real success story.