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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



Susan Lousada
HM Lord Lieutenant of Bedfordshire

OUR TRUSTEES

Lyn Hesse (Chair)
Paul Jones
Robert Pantou
Ian Pears
Tim Sharpe
Kevin Vincent
Rosaline Wong
Diane Stevens

OUR STAFF

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

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

Susan Lousada
HM Lord Lieutenant of Bedfordshire

Helen Nellis MA
(Barrister) CVO CStJ

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

Tom Osborne
HM Coroner Milton Keynes

Dr Jo Barnes FHEA
Transport Safety Research Centre

Andrew Hopkinson
Chief Fire Officer at Bedfordshire Fire
and Rescue Service

Dr Jennifer Heath
PhD, DClinPsy, MSc, BSc

MESSAGE FROM THE CHAIR OF TRUSTEES AND CHIEF EXECUTIVE



Lyn Hesse



Mark Turner

It is a terrible and shocking fact that each day in the United Kingdom five people will be killed and many, many more will suffer life-changing injuries on the road networks. The provision of post-collision support to grieving families and individuals is vital if they are to start to move to a position of being able to cope with the trauma they face.

The Road Victims Trust (RVT) have over 28 years of experience in providing extensive practical and emotional support to all victims of fatal and life-changing collisions occurring in Bedfordshire, Cambridgeshire and Hertfordshire, and to many, many more in neighbouring counties. Working to well established and tried and tested Service Level and Information Sharing Agreements with the strategic leadership of the three Police Forces allows for the early intervention of highly trained professionals to those in need of support. This pro-active, case-managed and professional support extends to over 500 people each year across the areas in which we operate.

The RVT's vision is that no human being should be killed or seriously injured as the result of a road crash, and we are proud to work together with Road Safety Partnerships to deliver a Safe System approach that promotes a shared responsibility for road safety. The Safe System requires a systematic, multi-disciplinary and multi-sectoral approach to address the safety needs of all users. It requires a proactive strategy which places road safety in the centre of road traffic system planning, design, operation and use.

The RVT 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 and we are grateful for the support and understanding of so many people who have helped to contribute to the on-going success of the charity.

The Service continues to be delivered by a small team of paid staff who coordinate a cohort of 50-65 professional Counsellors who volunteer their time and expertise to support those bereaved or affected by a road death or life-changing injury. The outstanding dedication and compassion of these teams has an immense impact on the lives of some of the most vulnerable people in society.

This award-winning collaboration between Emergency Services, Road Safety Partnerships, Volunteers and Community groups is very special indeed and we are proud to play our part in it.

Our thanks go out to all those that have contributed to the delivery of the RVT service.

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

01/04/2021 – 31/03/2022

The Road Victims Trust (RVT) provides an holistic service that attends to both practical and emotional needs of anyone affected by Fatal and Serious Injury collisions on the roads. We have a Client led approach and carefully listen to the individual needs of the individual from the outset. We offer free, weekly counselling sessions as well as practical support. Counselling sessions are for as long as is useful when there has been a fatality, due to the complex, unique feelings that are experienced following being bereaved by or having witnessed such a collision. We also offer practical support following assessment and signpost where appropriate. We are able to provide further practical support through the legal and administrative processes that follow in the months or years after the collision.



During the period 1st April 2021 to 31st March 2022, we supported 479 individuals, 228 of whom went on to receive long-term support. Some of this may have been short-term work, and others long-term weekly counselling sessions. Over 1,176 hours of counselling have been provided.

Counselling is provided by a professional team of senior trainee or qualified Counselling Volunteers who have, in addition to their formal therapeutic training, completed our rigorous 50-hour training course in the specialist work of post-collision counselling. This year, following completion of our live, hybrid training course, we are happy to be able to welcome a further 10 Counselling Volunteers to join the RVT team.

As we emerged from Covid-19, we returned to some face-to-face counselling. Having discovered that remote working can enable more people to access our service in a way that works for them, we have decided to permanently move to hybrid system where a choice of face-to-face, telephone, or online counselling is offered.

It has been a year of development and transition as we have improved and adjusted our systems to enable new ways of providing our service. This has presented us with challenges, however, the dedication and adaptability of the staff and Counselling Volunteers in the service of our Clients has been exceptional.

Sarah Jones - Clinical Service Lead

REPORTING PERIOD OF 01/04/2021- 30/03/2022

During this reporting period we received 171 referrals relating to fatal and life-changing collisions of which 87% (149) were received from Police.

479 people supported

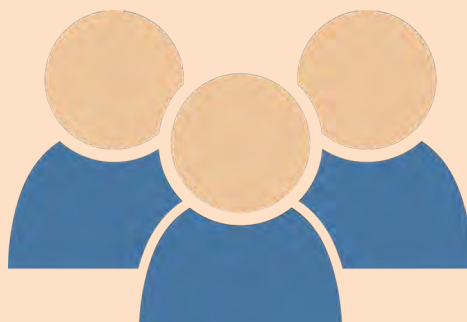


228 people provided with longer-term support



1,176 hours of specialist Counselling provided

Over 9000 hours of Case Management dedicated to Client support



Maintained a cohort of 55 professional Counsellors who volunteer their expertise.

CLIENT TESTIMONIALS- THEY SAY IT BEST

The RVT continually monitor the quality of the service we provide to ensure it meets the need of those we support. Below are just a few of the testimonials we receive.

A huge thank you to you and A (Counsellor) for your patience, support and kindness.
I have been truly grateful for A's flexibility, compassion & objectivity throughout the counselling process... it has been a godsend in getting through what has been a tough two years. I apologise for being unreliable and hard to reach.
I feel ready to cope without the counselling now, but want everyone at RVT to know that your support has been invaluable.
THANK YOU SO VERY MUCH
(J, Herts)

J (Counsellor) was very understanding of the emotions that arose out of the incident and the impact on my work and life in general
(David, Beds)

All I remember is having a leaflet from the police.
This provision is an amazing service.
I am not sure I would have 'dealt' with the accident without R. I am sure that it is because of her that I managed to keep working, and this itself played a key part in my recovery
(Anon, Herts)

Thank you from the bottom of my heart for all your help.
I was given reassurance and a safe space to vent and seek guidance over the incident. It means so much that I could say my bit without fear or judgement and at times given different perspectives of various situations which helped me deal with things.
Your service has truly been a godsend - so thank you
(Alisha, Herts)

Counselling has made a massive difference in my life. Being more aware of my emotional needs and asking for support when I need it
(Anon, Cambs)

The service I received was invaluable.
When I started I was in a very dark place, suffering with anxiety and flashbacks. Through talking to an impartial person allowed me to be totally honest with no judgements.
I really dread to think where I would have been without this support.
Thank you so much.
(Julie, Herts)

I can't begin to say what an incredible support service you offer.
S (Counsellor) who looked after me was an invaluable support.
I don't know how to thank you enough. It's a service I needed and I am not sure what I would have done without you.
Thank you!!

RVT provided a lifeline to myself and my boys at the most traumatic time of our lives.
My counsellor provided support and kindness and has got me to the point where I now feel able to cope with life again and I can't thank her enough
(EM, Cambs)

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 with Police and Crime Commissioners



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



The Road Victims Trust work together with Bedfordshire, Cambridgeshire and Hertfordshire Police to provide emotional and practical care to all persons affected by fatal and life-changing collisions.

The three Police and Crime Commissioners (PCC) are Festus Akinbusoye (Bedfordshire) Darryl Preston (Cambridgeshire and Peterborough) and David Lloyd (Hertfordshire). All three PCC's have set Policing plans that pledge to put the victim at the heart of all they do and are committed to promoting road safety across their areas.

Speaking about the relationship between RVT and the Police, Festus Akinbusoye says:

“My plan for Bedfordshire puts people at the heart of policing and I am proud to support a local charity which supports local people with a workforce of locally based staff and volunteers. The RVT have worked together with the police for many years to deliver the very best levels of post-collision support to people who are at their most vulnerable. I wish to thank all of their hard working staff and volunteers for their extraordinary work. They have my admiration and full support.”



Working with the Road Safety Partnerships



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.

The partnerships share the ethos 'No human being should be killed or seriously injured as the result of a road crash'

The Safe System approach incorporates a shared responsibility for road safety by moving away from the traditional focus on making road users compliant.

It continues to be important that road users comply with the rules of the system, but also that the system is forgiving when people make mistakes. Information giving and enforcement are still important, but they need to be coordinated with safe vehicle and road design, speed choice, and post collision response.

The Safe System requires a systematic, multi-disciplinary and multi-sectoral approach to address the safety needs of all users. It requires a proactive strategy which places road safety in the centre of road traffic system planning, design, operation and use. There are five components for action:



Road Victims Trust -

Continually Improving the Services that we provide

The Road Victims Trust work with leading Academics and Psychologists to ensure that the quality of the services that we deliver provides the best possible support to people at their time of need.

Dr Jennifer Heath PhD, DClinPsy, MSc, BSc. is an HCPC registered Clinical Psychologist who has worked in health and medical services throughout her career. She offers assessment and evidence-based intervention for those with psychological difficulties directly related to physical health conditions and injury. Jennifer has a keen interest in applied research in clinical psychology and endeavours to ensure that data collected by services, in relation to service-user outcomes and experience, is used in meaningful ways to improve practice for service-user benefit. Jennifer has worked closely with the RVT Clinical Lead, Sarah Jones, to assist in the implementation of self-reporting outcome and experience measurements to ensure that the service provided meets the needs of those we support.

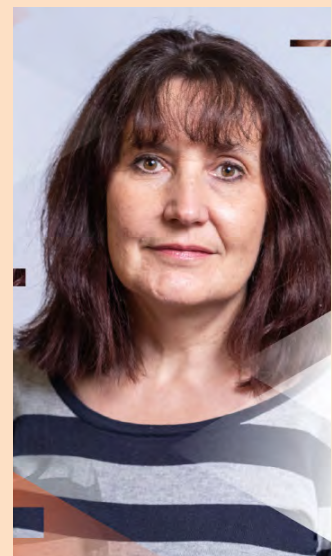


Jennifer is also researching the socio-economic benefits of a 'voluntary' cohort of professional Counsellors working in conjunction with the public sector.

Dr Jo Barnes (FHEA) is a Reader in Traffic Injury Prevention at Loughborough University and an advisor to the Road Victims Trust. Speaking about the work of the RVT, Jo says:

“Road crashes are sudden and shocking events for victims their family and others witnessing the crash or dealing with the aftermath.

Knowing that people affected by a road crash can be supported by charities such as the Road Victims Trust is so important as this after care is not always available from traditional health care sources. Research has found patients are often forgotten following discharge from hospital, leaving them and their carers dealing alone with the aftereffects of traumatic road crash injuries, emotionally and physically.



The shock and emotional trauma of losing someone in a fatal crash can be devastating and wide reaching and having the expertise and experience of the Road Victims trust to help support families and others affected is crucial to helping to deal with the loss and to move forward.

Fundraising for the RVT



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

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”

Clair Bradley



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

