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FRONT COVER:

The Road Victims Trust partners with The Bedfordshire Road Safety Partnership (BRSP) for a flag lowering ceremony to mark the World Day of Remembrance for all those who have lost their lives on the road globally.

Pictured: PC Sam Sparkes laying a rose in remembrance at Kempston Police HQ.

Road Victims Trust

Giving hope to rebuild lives

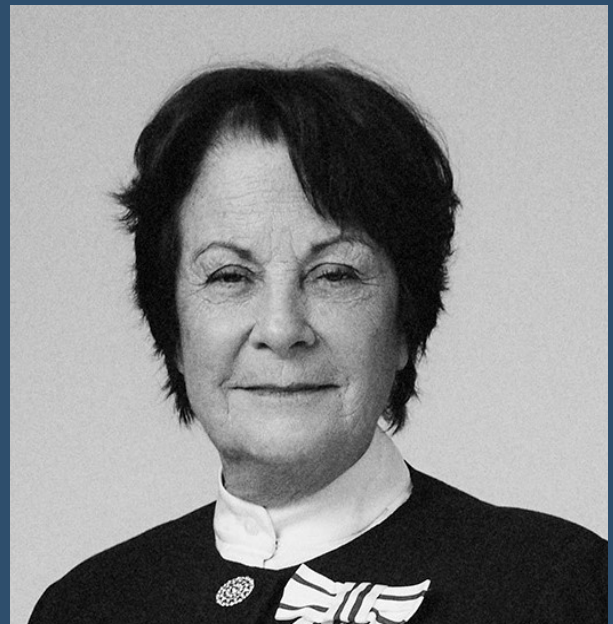
We are pleased to introduce this year's Annual Report of the Road Victims Trust (RVT). The past 18 months have seen the RVT receive an increasing number of referrals across Norfolk and Suffolk and we are delighted to see their work extended into these areas.

We know that the aftermath of fatal and life-changing collisions is truly devastating to so many people across the United Kingdom, and we are both honoured to offer our Patronage to the RVT as it seeks to reach out and help even more people in their time of need.

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



Lady Dannatt MBE
HM Lord Lieutenant of Norfolk



Lady Clare, Countess of Euston
HM Lord Lieutenant of Suffolk

OUR TRUSTEES

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

OUR STAFF

Mark Turner (Chief Executive)
Sarah Jones (Clinical Lead)
Lucy Hancock (Lead Coordinator)
Janet Cantor (Coordinator)
Nicola Gallagher (Coordinator)
Diana Joy (Coordinator)
Vicky Rankin (Coordinator)
Jo Schofield (Coordinator)
Clair Bradley (Fundraising Manager)
Ann Davies (Administrator)
Sarika Shah (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:

Susan Lousada
HM Lord Lieutenant of Bedfordshire

Robert Voss CBE CStJ
HM Lord Lieutenant of Hertfordshire

Lady Dannatt MBE
HM Lord Lieutenant of Norfolk

Lady Clare, Countess of Euston
HM Lord Lieutenant of Suffolk

Dr Tim Dagleish
MA, PhD, MSc, CPsychol, AMBPsS

Lady Sue Acland

Rt Revd Richard Atkinson OBE
Bishop of Bedford

Rt Revd Stephen Conway
Bishop of Lincoln

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

Helen Nellis CVO CStJ
Retired Lord Lieutenant of Bedfordshire

MESSAGE FROM THE CHAIR OF TRUSTEES AND CHIEF EXECUTIVE



Lyn Hesse



Mark Turner

In 2022 a total of 1,766 people were killed on the roads of the United Kingdom, with nearly 29,000 people left with serious and life-changing injuries. Road deaths have increased by 10% on the previous year and this figure moves close to pre-pandemic levels.

The devastation and carnage caused by these collisions is immeasurable and happening daily. Lives are lost in an instant and numerous more lives are changed forever.

The Road Victims Trust (RVT) have 30 years' experience of offering a professional, timely and unconditional package of post-collision support to those affected by fatal and life-changing collisions. Our close working relationships with front-line Roads Policing and Family Liaison Officers means that we can receive referrals within 24 to 48 hours of the collision occurring. This enables the early intervention and offer of support to people who are lost in the fog of trauma and despair. Each year we support in excess of 500 people across the counties in which we operate.

The RVT firmly believe that the local commissioning of services, delivered by local people to local people, allows for the very best possible levels of post-collision support. Our experiences show that this Case-managed approach, backed up by a growing cohort of professional Counsellors, who volunteer their skills and expertise free, makes a very real difference to those at their lowest possible ebb. We know that we can move people to a position of being able to start to cope with the trauma that they face.

This support is only made possible by the understanding and support of so many people within the communities. Our relationships with Police Forces and Police and Crime Commissioners across Bedfordshire, Cambridgeshire, Hertfordshire, Norfolk and Suffolk who fund part of our service, the collegiate working relationships with Road Safety Partnerships and their members as well as numerous other groups and associations who recognise the need for the vital work that we carry out.

Nationally, we are proud to work alongside the Department for Transport and other leading charities to ensure that the victim's voice is loud and to inform the debate to ensure that a quality package of support is available to everyone across the UK.

Undoubtedly there remains much work to be done, but we are proud of our small team of staff, and our cohort of over 60 Counsellors who strive to give hope to hundreds of people each year.

Our sincere thanks to all that have helped the RVT over so many years.

Lyn Hesse (Chair) and Mark Turner (Chief Executive)

ROAD VICTIMS TRUST VALUES



The Road Victims Trust (RVT) is a registered charity (1142336) that operates across Bedfordshire, Cambridgeshire, Hertfordshire, Norfolk and Suffolk to provide the following services to all residents of the five 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.

SERVICE TEAM REPORT

01/04/2022 – 31/03/2023

During 2022/23 the Coordinator Team and over sixty Counselling Volunteers supported 248 people across Bedfordshire, Cambridgeshire and Hertfordshire affected by the sudden and devastating impact of fatal and serious, life changing injury road collisions. We have continued to support 80 people who we began working with in the previous year bringing the total to 328 individuals.

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.

During this period, we have run two intensive 50 hour training courses for Counsellors who are either senior trainees or qualified who have the potential to become counselling volunteers for RVT. As a result of these courses, 21 completed it successfully and have now joined the team.

We now have a team of fifty-nine specialist trained Counselling Volunteers throughout the five counties in which we're now providing our service. They do an incredible job offering their time and expertise and are at the core of what we do.



Extending our service into Norfolk and Suffolk

This period has seen the beginning of our expansion into Norfolk and Suffolk, meaning that plans began for running a Suffolk based training course during the latter part of 2023 and this has now been successfully completed. We have increased the size of our service staff team as well to ensure that we can continue to provide the level of service that has long been experienced in the three counties and seamlessly extend the same across Norfolk and Suffolk.

Several information sessions have been provided for Norfolk and Suffolk roads policing officers, informing them of our work, and building good working relationships.

We have also engaged with other agencies, Colleges, and Universities in the two counties as well as professional counselling groups as we continue to work hard to raise awareness of our service and develop partnerships in these counties.

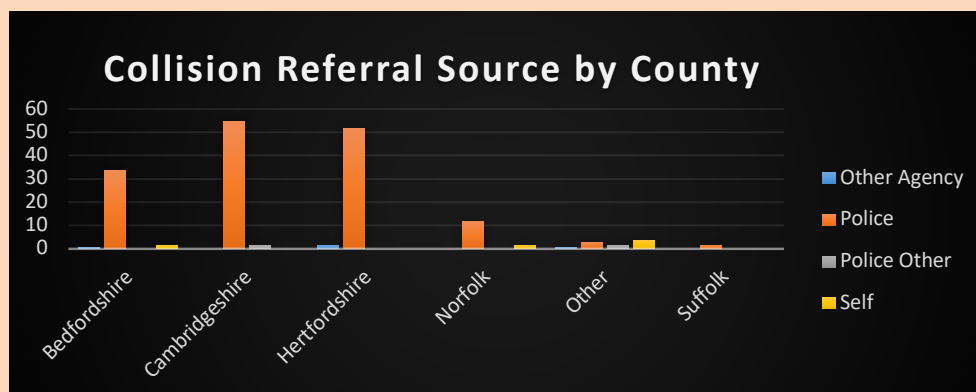
The number of referrals has continued to steadily increase in Norfolk and Suffolk throughout 2023.

Sarah Jones - Clinical Service Lead

Collision Referrals

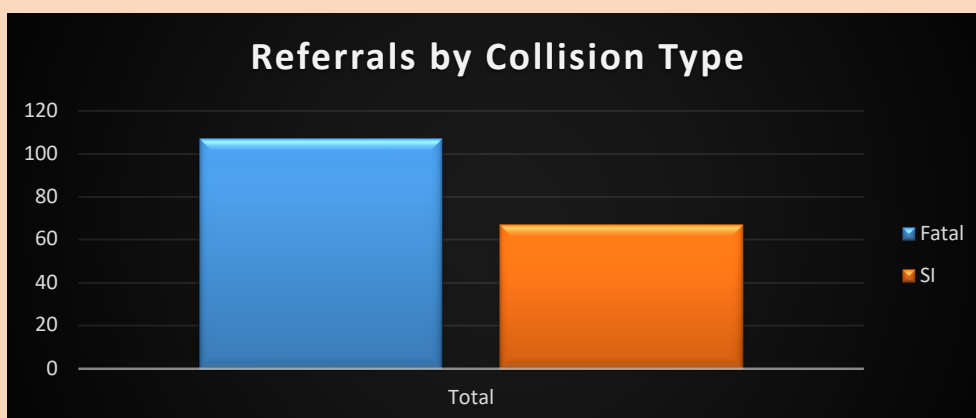
During the period 2022/23, 174 Fatal or Serious Injury (SI) collisions were referred to The Road Victims Trust (RVT).

Each referral represents a collision that may have one or many people affected by the devastating impact of a fatal collision, or a collision that resulted in one or more individuals receiving life-changing injuries. 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.



It is worth noting that during the latter part of this period we began to accept referrals from Norfolk and Suffolk and these referrals have grown in number significantly since the end of this reporting period.

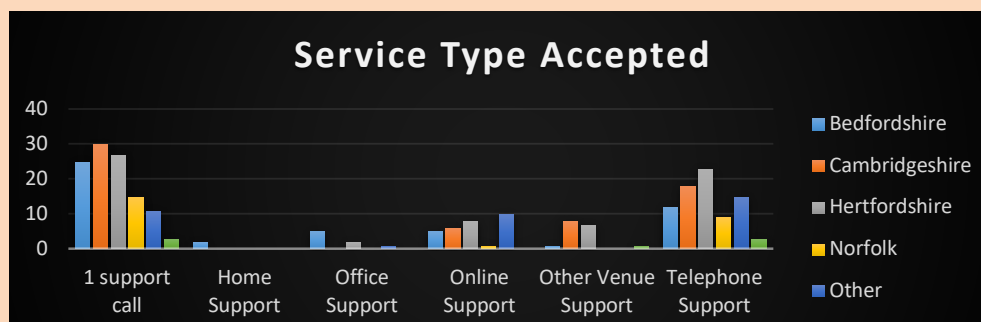
The chart below shows the split between Fatal and Serious Injury collisions referred to us during this period.



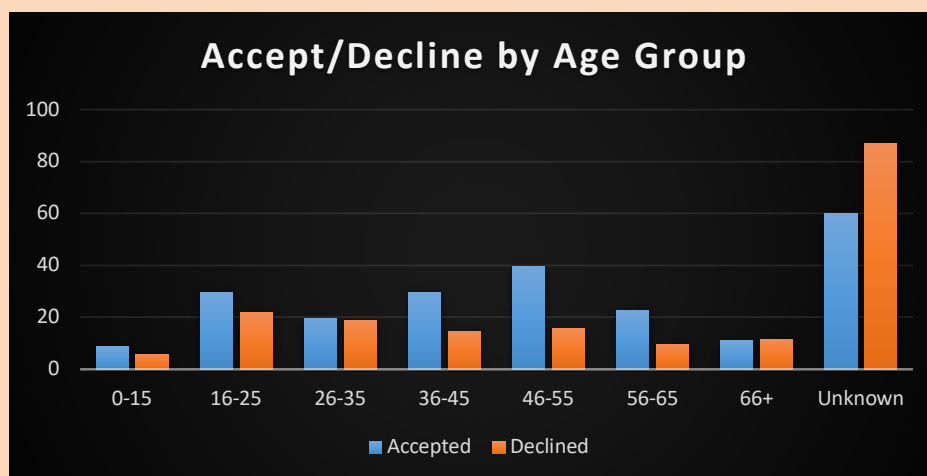
Service Provision

From the 476 individuals that we contacted in this period, 248 accepted some level of our service. The chart below shows the service delivery type accepted by county.

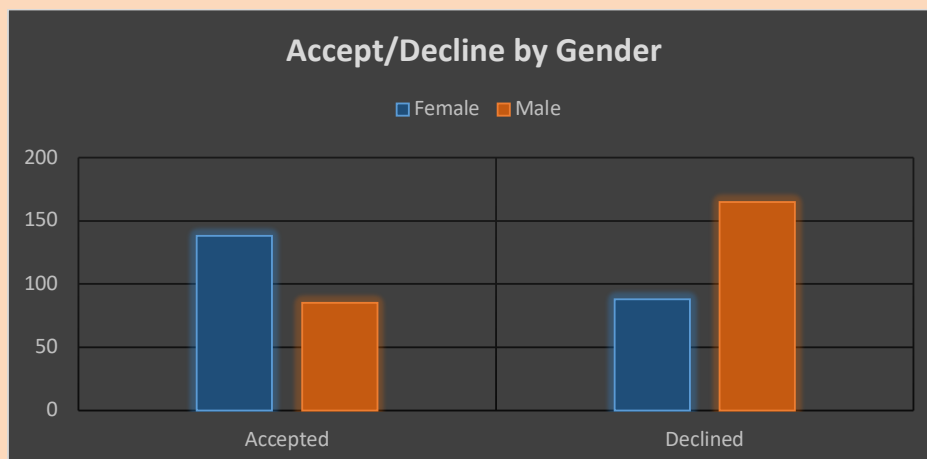
'1 support call' refers to one or more calls with a Case Manager, sometimes over a period of several weeks, providing practical and emotional support rather than more structured counselling.



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



Accept/Decline by Gender



Accept/Decline by Ethnicity

Ethnicity	Accepted	Declined
Asian Or Asian British - Bangladeshi	1	2
Asian Or Asian British - Indian	3	7
Asian Or Asian British - Pakistani	3	4
Asian or Asian British: Other	2	2
Black Or Black British - Caribbean	2	0
Black or Black British: Other	1	0
Did Not Wish To Disclose Ethnic Group	1	0
Mixed - Other Mixed Background	2	0
Mixed: White & Black Caribbean	1	0
Not Stated	67	129
White - British	131	90
White - Other White Background	9	15

THE DIFFERENCE THE RVT CAN MAKE - THEIR WORDS SAY IT ALL

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

14 months of support given,
helped every session. Helped to find me
and my family our new normal. after the tragedy.
Working within the NHS gave me strategies
in that situation.
I do not feel I would be where I am today without
my RVT counsellor.
(E.D., Bedfordshire)

The support I received
during Counselling was crucial.
Without it I would not have coped.
Because of this Counselling I have been able to
move on with my life in a stronger and more positive way.
I have a greater understanding of myself and a
better ability to deal with life's curve balls .
(S.B., Hertfordshire)

Thank you for helping
me through a difficult time
(H.C., Norfolk)

I was very sceptical towards
counselling, never believed it could be of use
to me as a person who doesn't talk about
anything and would just carry on.
(G.O., Hertfordshire)

I am retired so it was
reassurance and emotional support, mainly.
My whole conversation enabled me to look forward.
There are still moments to reflect on the whys and wherefores.
Since our counselling stopped we have lost C, a big part of my/our
lives, but with our experiences we are talking things
over as a family.
Thank you for being there to talk and listen.
(A.D., Bedfordshire)

J (counsellor) was absolutely
so supportive right from our very first meeting.
I only needed emotional support which I most definitely
received from J.
I don't think I would be where I am today if it hadn't of been with
emotional help and support from J. At first I couldn't see how this
would help me. I had lost a beautiful 15 year old Granddaughter.
Not only was I grieving for her but I felt I had lost my daughter as well.
J helped me so much through this. Never thought I'd get there but
I have. Cannot thank that wonderful lady enough. Also I know I can
return to her at any time.
This is such a comfort to me. You are an amazing team.
THANK YOU from the bottom of my heart.
(K.S., Other)

C (counsellor) has been amazing
and an integral part of my grieving process.
I truly am grateful for her time and to Road victims trust
for putting me first and helping me to manage
and cope with everything.
Truly my world has been shaken and C helped me to see the positive
things in life and helped me to get back to myself.
Things will never be the same but I have learned to continue.
My brother will always be a big part of my heart and soul
but C helped me to be the best version of me
for my children's sake and family and reminded
me that I also needed to take care of myself!
(R.N., Other)

My counsellor, N, was outstanding
from start to finish across the 18 month period.
As someone who was new to counselling she let me move
through the process in my own time and was hugely supportive
through all of this. I understand she is now moving on from the
RVT but I would like to extend my upmost gratitude to both her
and the RVT as a whole over the last 20 months
(H.C., Cambridgeshire)

I would like to thank the
service for the counselling my son received. It helped him,
although he was a bit reluctant at first to talk. It is also
reassuring to know that he can access the service
again in the future should he need it.
(O.M., Cambridgeshire)

J (case manager) was lovely
and explained everything fully.
She was very empathetic and really helpful.
There was a wait to be connected to a
counsellor but she kept in touch through that time.
I am so grateful for the help and support that I have received from
RVT. C (counsellor) was amazing, she listened and really helped me
work through everything that I was going through. I have experienced
lots of loss and I had been carrying my grief like a heavy weight for
years, I finally feel like it has been lifted from my shoulders and I feel
lighter. C was brilliant, she really helped me to take control of my life
and relationships, I now realise my own worth and that
for me has been very empowering. feel like I have a
strategy to cope for the future and I know what
I can do if I have a relapse.
Thank you so much C!
(E.M., Suffolk)

Working together with Police and Crime Commissioners

The Road Victims Trust (RVT) work in close partnership with the 5 Police Forces across Bedfordshire, Cambridgeshire, Hertfordshire, Norfolk and Suffolk. The relationship enables a timely and effective referral mechanism, allowing the RVT to be proactive in its offers of support and guidance.

The five Police and Crime Commissioners across these areas have all set policing plans that put the victim at the heart of all they do, and are committed to reducing casualties on the counties roads.

The past 18 months have seen the RVT start to develop a system of post-collision support across Norfolk and Suffolk with the support of their respective PCC's, Giles Orpen-Smellie and Tim Passmore.

This is what they have to say about the working relationships that are starting to build.



Giles Orpen-Smellie

"I am delighted that the Road Victims Trust has been commissioned to provide its services to Norfolk and also by the way this has been welcomed by Norfolk Constabulary. Every unexpected death is a tragedy. The work the Road Victims Trust does to support those who have been affected by the trauma of death or serious injury on our roads is hugely important and they do it brilliantly. Their work is particularly important in a society that seems to tolerate the casualty toll on our roads so casually.

The Road Victims Trust has my full support and I would like to thank their staff and volunteers for the superb work that they do."

"Every death on our county's roads is devastating for the family and friends of the victim. It is so important that those impacted are given emotional and practical support at their time of need and I thank the Road Victims Trust for providing this vital service.

"I was delighted to meet several of the volunteers recently at one of their training sessions and witnessed the compassion, sympathy and understanding they have to help support victims in such tragic circumstances, it really is second to none. I am incredibly grateful for all that they do – it makes such a difference.

"The work of the Road Victims Trust is absolutely essential, and I am pleased to be able to support this valuable work and look forward to building this important relationship with the Trust in years to come.

"Our shared ambition to reduce the number of people killed or seriously injured on our roads remains paramount and I will continue to deliver investment in roads policing across the county."



Tim Passmore

THE WORK OF AN RVT COUNSELLOR - GIVING HOPE TO RE-BUILD LIVES

The RVT have a highly trained and professional cohort of Counsellors who volunteer their skills and expertise free of charge. We know from evaluation and testimonials received that they make an incredible and lasting difference to those that receive their services.

Jan Maze shares her experiences of her work over the years at RVT.

I'm a Volunteer Counsellor with RVT and it's been 7.5 years since I went through the rigorous training programme that all RVT counsellors go through. Over the seven years I have learned much and progressed effectively as a counsellor with RVT, but especially, one of the main skills I have honed is to listen. Truly listen.

I listen to my clients as their pain spills over; their rage, their sense of injustice at what has happened, their anger, their despondency, their despair and together we weather the storm of grief. I believe it is a true collaboration between us. So that whatever they are feeling, they are not feeling it alone. Step by step, week by week, month by month they wade through their grief. They learn to mourn. Gradually they learn to make sense of their confusion, they search to find an understanding of what has happened, and what is happening. And with time to find new meaning in their changed world.

Sometimes in our sessions we laugh, and laugh loudly, as they share a funny story about the person they have loved and lost. I get to know their loved one through their memories and I gain a deeper understanding of the depth of their loss. As counsellors we bear witness to our client's experience in its entirety.

And at times it is very hard to listen to a heart that's breaking.....

On learning that I'm a counsellor, I'm often asked 'how do you do your job?'. Well, like all people involved in the care of others, finding a variety of ways to care for oneself is vital. My client's well-being in our sessions depends on my well-being.

However, I know that I couldn't do what I do for my clients without the outstanding support I receive from RVT. Specifically, the clinical supervision, that all RVT counsellors receive once a month, and is part of ethical and good practice required by our professional bodies. My RVT clinical supervisor has given her impactful professional care, guidance and encouragement with generosity, wisdom, and humour. She has been integral in my positive development from a trainee counsellor through to becoming an accredited counsellor.

In addition, further RVT professional support comes in the form of the excellent CPD training days provide 2-3 times a year. We are invited to attend to develop our skills with the variety of professional trainers and speakers well respected for their work. These training days are also an opportunity to collaborate with our peers which helps offset the isolated nature of our work, and we get to give to each other and give back by supporting trainees and new counsellors to RVT.

The support from RVT as a whole, which in my experience as a volunteer counsellor, underpins the goodwill I feel and the ongoing professional relationship that I have, comes via their effective communication that we are a team and that I'm a valued part of it. All of which makes being a part of RVT enjoyable and fulfilling.

The counselling RVT provides is transformative, our clients often tell us. I know this to be true because I see it happening over the weeks, months and years, as my client changes, and finds strength they didn't know they were capable of. I am inspired by the courage that my clients have found to go on with their lives. It moves me profoundly to see the person I have come to know, gradually find hope again. And to know that I have been a part of that makes my role richly rewarding.



Road Victims Trust -

Continually Improving the Services that we provide

Joy Atkin has been a Casualty Reduction & Road Safety Analyst with Bedfordshire Police, Cambridgeshire, and Hertfordshire Constabularies Tri-Force since June 2019. Joy, a member of the Eastern Region Analysts Network Group and corporate member of Road Safety GB, collaborates with partners on strategic and tactical Road Safety Partnership teams providing statistical data on existing and emerging themes. Joy also creates monthly 'Killed and Serious Injury' (KSI) route reports, used by partners and for evidence-led roads and local police patrols plus oversees the tri-force contribution to the National Police Chiefs Council Tier 1 road safety campaigns from beginning to end. Her latest project looks at links between criminality and road deaths, providing evidence to effect change in road safety.



Tomás Walsh, MSc, BSc. is a psychologist who has worked in health and medical services. Working for Macmillan he offers assessment and evidence-based intervention for those with psychological difficulties directly related to cancer, death and dying.

Throughout his study of psychology Tomás has had a special interest in road safety and driver behaviour, completing his undergraduate degree with a research project on the behaviour of Dublin Fire Brigade drivers.

Tomás has recently completed a doctorate in clinical psychology, and as part of his studies conducted a research project with the Road Victims Trust (RVT). In this research Tomás

sought to understand the aspects of RVT's work that service users believe helps them to regain hope. This research found that people bereaved by road traffic collisions felt supported by their counsellor who journeyed with them, they found their counsellors knowledge of police investigations and the legal system supportive when they were frustrated by slow progress. And finally, the consistency of care, knowing RVT are there at the other end of a phone call if needed.



Fundraising for the RVT



We continue to provide our services across Bedfordshire, Cambridgeshire, Hertfordshire and now Norfolk and Suffolk.

In order to continue these services throughout the five counties we rely on the friendship and support of individuals, groups and businesses within the local communities.

As always, we are extremely grateful to our brilliant friends and supporters who continue to do so many amazing things for RVT, helping us to raise awareness and much needed funds, some of whom are pictured below.

We simply couldn't do what we do without them!

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

