
Road crash investigations in London: A guide for life changing or life threatening collisions

RoadPeace

2022



MOPAC

MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME

**The London
Community
Foundation**

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Foreword

by Claire Waxman, London Victims' Commissioner

Speaking to victims and survivors, I have heard about the long term impact a life-changing injury, due to a road crash, can have on every aspect of their life. At a time when a victim is dealing with what are often debilitating injuries, they are confronted with unfamiliar procedures within the criminal justice system, firstly through the police investigation, and subsequently, if the driver is charged with a crime, through the court process. Whilst it is vital that the justice system works to identify and hold accountable anyone responsible for causing such serious injury, it is currently an overwhelming and complex journey for the victim to navigate.

This is why, as London's first Victims' Commissioner, I am working hard to try and reduce any additional suffering posed by our justice system by lobbying for road crash victims to be included in the Government's reformed Victim's Code of Practice, for the Code to be simplified and for easier access and information for victims about their rights.

I am thankful to RoadPeace for their continued work in supporting victims of road crashes and welcome this guide which seeks to clarify the justice process so victims can understand the journey ahead and what to expect from the police investigation through to compensation.



A handwritten signature in black ink, appearing to be 'C. Waxman'.



Introduction

Key points

- ▶ This guide aims to help you and your family understand what happens after a life changing or life threatening collision in London in the justice system.
- ▶ It covers the basic process involved in and information about the:
 - Collision investigation
 - Charging decision
 - Criminal prosecution
 - Civil compensation
- ▶ It also covers your entitlements under the Victims' Code to support, and signposts to additional sources of information and support:

Devastated, angry, shocked and confused. That's how you might be feeling if you or your loved one was recently in a life changing or life threatening collision. We're so very sorry for this.

Information can be hard to absorb after such a collision. We hope this guide will help you understand what will happen next. It explains how the police investigate such serious collisions and how they will keep you informed. It also covers criminal prosecution and civil compensation, and your entitlements as a victim to information and support under the Ministry of Justice's [Code of Practice for Victims of Crime \(Victims' Code\)](#).

Each section starts with a summary of key points and ends with a reminder of your entitlements under the Victims' Code. It alerts you to any deadlines and signposts you to other sources of information and additional support, including claiming compensation and getting help through a criminal trial. Hopefully, this will help you feel like you have more control at this very difficult time.

Produced by RoadPeace, the national charity for road crash victims, this guide is based on 30 years of experience of supporting road crash victims, and includes messages of support and advice from other victims in London.

We suggest you go through all sources of information with a friend or family member, and write notes and questions where you would like more explanation. This guide is based on the assumption that a driver could face prosecution for causing the collision.

Please get in touch with RoadPeace if you would like more help – we're here for you. Our contact details are on the back cover.

Definition of life threatening and life changing injuries

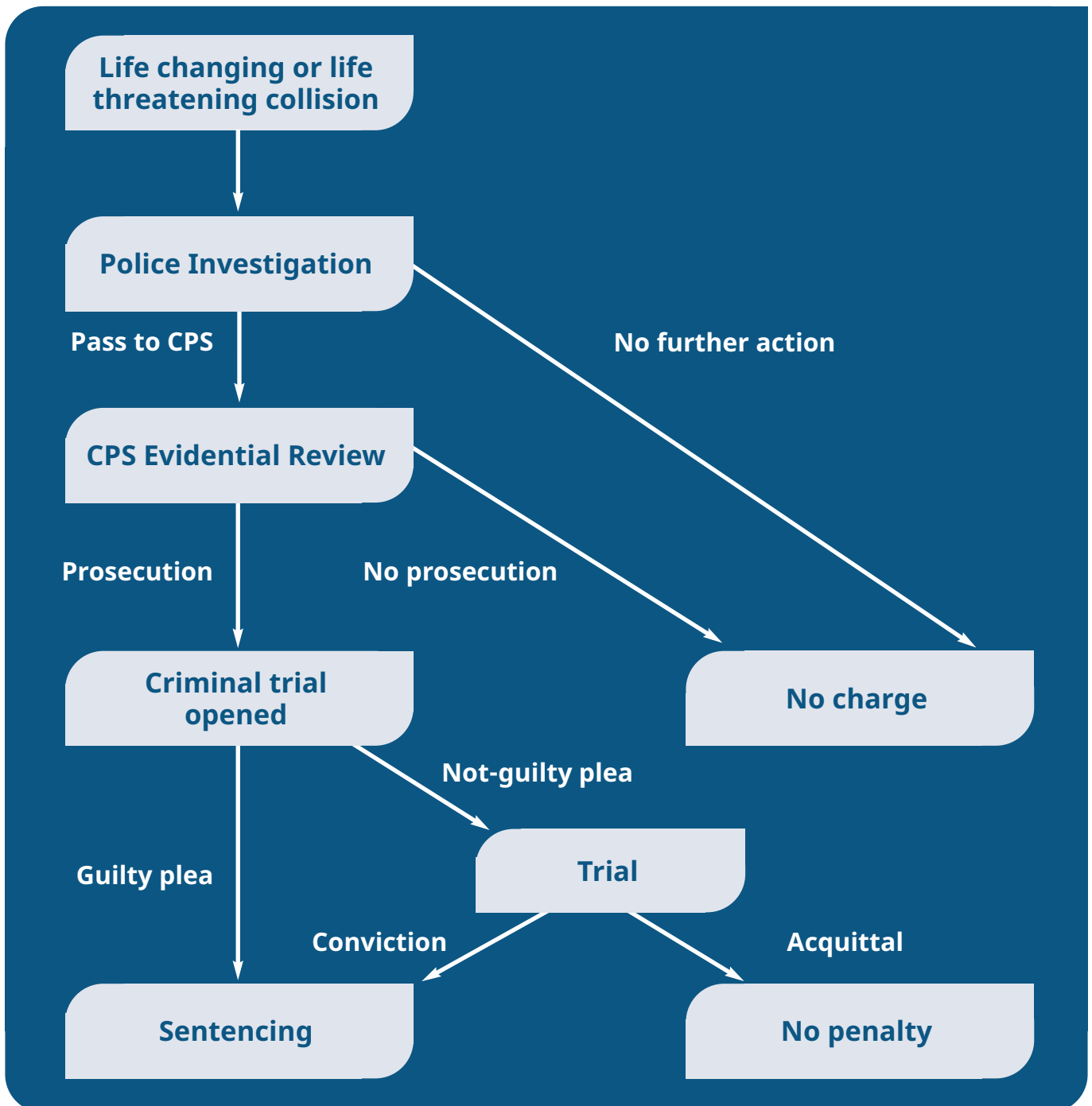
According to the Serious Collision Investigation Unit, life threatening and life changing injuries are defined as the following:

Life Threatening Injury

An injury which has been the subject of a full and formal assessment by a medical practitioner and as the result of that assessment has been deemed to be, on the balance of probability, as a critical and high risk to life.

Life Changing Injury

An injury which has been the subject of a full and formal assessment by a medical practitioner and as a result of that assessment is expected to result in the loss of a limb or is likely to result in a permanent significant physical impairment or disability which will prevent that person from being independent.



Collision investigation

Key points

- ▶ The investigation into a serious collision can take over a year to complete
- ▶ It will involve a team of police officers, including specialist trained Forensic Collision Investigators (FCI) who are responsible for establishing how the collision occurred
- ▶ The police will keep you updated on the investigation progress and inform you of the investigation outcome

The investigation into a serious collision starts at the scene, once it has been secured and casualties attended. Life threatening and life changing collisions are investigated by the Serious Collision Investigation Unit within the MPS. As shown overleaf, a team of officers is assigned to the investigation of these serious collisions.

At scene investigation

Local borough police and/or road traffic police from the Roads and Transport Policing Command will be the first to arrive at the scene. They are responsible for securing the scene, attending to casualties and preserving the evidence, until the specialist forensic investigators from the Serious Collision Investigation Unit arrive.

At the scene, the FCI will conduct a full examination of the collision site, including using a laser scanner. Investigating Officers collect physical evidence.

Other members of the investigation team gather evidence from the driver and witnesses, and contact the victim's family. A Detective Sergeant will be appointed as the Lead Investigating Officer, and they are responsible for identifying investigation strategies, including which witnesses are to be interviewed and how far the CCTV search should extend.

Witness statements

Initial accounts will be taken from witnesses and any surviving uninjured driver. This will be limited to their contact details, a brief account of what they saw and can help identify any eyewitnesses who saw the collision occur, as opposed to those who can only testify to what happened after the collision.

Vehicle inspection

Where possible, the FCI will drive the vehicle and test the brakes and steering at the scene. But in the majority of serious collisions, the vehicle will be seized for a more thorough investigation. With Heavy Good Vehicles, the inspection will be undertaken by a specially trained commercial vehicle examiner.

Driver investigation

As with witnesses, only brief accounts are collected from driver(s) at the scene.

Uninjured drivers are tested for drink and drug driving. These are screening tests and any positive results must be verified by further testing at a police station. With injured drivers, impairment testing depends on doctor's permission. Medical treatment takes priority over impairment testing.

Road collision investigation team

Forensic Collision Investigator (FCI)

These are specialist investigators with nationally recognised qualifications. They examine the collision scene, photograph and laser scan the scene, and conduct reconstructions. After analysing and comparing the evidence collected, they produce the collision investigation report.

Vehicle Examiner

Vehicle examiners inspect vehicles involved in serious collisions. This is to find out if a problem with the vehicle contributed to the collision occurrence or its severity. If the collision involved a heavy goods vehicle or public service vehicle, like a bus, an examiner from the Driver and Vehicle Standards Agency can do this work.

Roads Policing Lead Investigator

A Roads Policing Lead Investigator is the officer in charge of a serious collision investigation. They approach a collision as an unlawful event until the contrary is proven. They decide what information is released to the media and when.

Note: this position used to be called the Senior Investigating Officer and some may still refer to this. The College of Policing, who set national guidance, now refer to Roads Policing Lead Investigators within collision investigations.

Investigating Officer

Investigating Officers collect evidence and deal with the day to day investigation of the collision. This includes collecting witness statements and conducting suspect driver interviews.

Mobile phones are checked. This may just be at the scene, or they could be seized. The victim's phone may also be taken.

Eyesight testing is always conducted. This may be at the scene or it can be deferred to a more appropriate time.

Where criminal offending is detected, e.g. drink driving, or there is a risk the driver may abscond, the police may arrest the driver on suspicion of causing the collision. This allows finger-printing and DNA to be collected and identification checks.

"The investigation into my crash took nearly a year to finish. Sometimes they are shorter, sometimes they are longer. Your Investigating Officer should be able to tell you why the investigation is taking the time it is, and what stage it is at."

Injured victim

Follow up investigation

Witness interviews

Notice boards appealing for witnesses may be put up and normally remain in place for one–two weeks. Media appeals are regularly undertaken with police requesting dash-cam evidence from the public. The police may ask for help or you can offer to assist with any media appeals.

Key witness statements will be taken in person by an officer trained in conducting interviews.

Driver interview

In most cases, drivers will be asked to do a voluntary interview. In cases where offending has been detected or is suspected, drivers will be interviewed under caution as soon as possible and this will be recorded.

CCTV retrieval and analysis

The Investigating Officer is responsible for collecting any video evidence from roadside or bus cameras.

Vehicle

Any vehicles seized can be kept for as long as necessary, which could be until the completion of court hearings. Both parties, the victim's family and the suspect driver, have the right to an independent vehicle examination. These are arranged by the defence or victim's solicitor.

Event data recorders (black box) may be checked. For life changing or life threatening collisions involving an HGV, the company may be visited and their safety practices and records reviewed.

Site inspection

A MPS Traffic Management Officer may visit the site. They are responsible for identifying any possible contribution to the collision by the road environment as well as suggesting any modifications to reduce risk.

Collision investigation report

The FCI produces the collision investigation report which contains the evidence key to the investigation, including witness statements, CCTV footage, scene plan, photographs and any reconstruction report. Reconstructions are not mandatory.

Collision investigation reports summarise the evidence collected and the findings regarding culpability. The FCI does not recommend specific criminal charges.

The collision report often provides key evidence for the investigation. The FCI would have had access to all the case evidence, for example; witness statements, driver interview which he/she will use to come to conclusions as to how the collision occurred. In some cases the scene or elements of the collision are reconstructed to prove a particular point and aid understanding.

Quality assurance

The MPS Senior FCI evaluates all scene work, as well as any reports provided by the FCI to courts or third parties. This includes a final review of the completed collision investigation report.

Communication with the victim's family

A Family Liaison Officer is not appointed to victims with life changing or threatening conditions. A FLO is only appointed where there has been a fatality. The Officer in Charge of the Case (OIC) will provide the victim and / or family with updates on the investigation. They will also collect Victim Personal Statements from the family when there is a prosecution.

Victims' Code key entitlements: Investigation stage

- ▶ A needs assessment to help work out what support you need;
- ▶ Information on what to expect from the criminal justice system;
- ▶ Be referred to organisations supporting crime victims;
- ▶ Be informed about the police investigation, such as if a suspect is arrested and charged and any bail conditions imposed.

Charging decision

Key points

- ▶ The charging decision refers to whether or not the driver is to be prosecuted for causing the serious injury collision
- ▶ The police can authorise a charge without a CPS review or decide there is not enough evidence for a prosecution
- ▶ If the police decide a prosecution should be considered, the CPS will decide which criminal charge, if any, to prosecute the driver
- ▶ Victims and their families can appeal the decision not to prosecute

A life changing or life threatening collision does not mean a criminal prosecution is automatic. In their guidance, the CPS are clear in stating that *“injury or death does not, by itself, turn a collision into careless driving or turn careless driving into dangerous driving”*.

Who decides?

The decision to charge a suspect driver with a criminal offence is the role of the CPS, but in some cases the police can also authorise a charge without a CPS review. Initially Police will investigate and compile the evidence, a decision is then made by Police as to whether there is enough evidence for a prosecution to be considered. If the evidence meets the threshold the police or CPS will consider the case and decide if there is or isn't a case to answer and what charges should be applied. Your rights to review the charging decision are explained below.

Police decision

Collision investigation reports into life changing or life threatening collisions are reviewed by a Detective Inspector within the SCIU. They are responsible for deciding if the evidence reaches the threshold to charge the driver or for referral to the CPS for charging advice.

There will not always be a collision investigation report. At present only collisions involving dangerous driving have the potential for this. This is due to the Forensic Collision Investigation Unit, which is a separate unit to the Serious Collision Investigation Unit controlling which collisions meet the standard for this. The remit that they work to may change in the future.

The police may decide that there is not enough evidence to justify a prosecution. You can ask them to review this if a suspect driver was identified and interviewed under caution for a specific criminal charge.

Charging decision

If the police pass the investigation file to the CPS, then the CPS will decide whether the driver should be charged and on which offence. To proceed, the CPS will require the case to pass two tests:

- ▶ The evidential test. This part of the test asks the prosecutor to consider whether there is a realistic prospect of conviction. This includes asking whether the evidence is admissible for court and whether it is reliable and credible.
- ▶ The public interest test.

They should offer you a meeting to explain this decision. For more on the CPS and the procedures followed by prosecutors, see the [CPS website](#).

You can appeal if the CPS decide not to prosecute for any offence. You do not have the right to appeal if you think the charge should have been a more serious one.

Appealing the decision

The CPS ask that families submit their request for a review within five working days of being notified, but they will accept requests up to three months. The CPS will first seek to address your concerns through local resolution and, if you are still not satisfied, through an independent review.

Local resolution

The CPS will attempt to resolve it locally and within 10 days of the request for a review. The review will be conducted by a prosecutor in the same CPS area but who was not involved in the case previously. Your family will be given a *“clear and detailed explanation of the decision”* (CPS, 2016). There are three possible outcomes from a review.

1. Decision overturned. The CPS will apologise and explain what will happen next with commencing a criminal prosecution.
2. Decision confirmed but more explanation was needed which the CPS will provide. If you are dissatisfied, you have 10 days to request an independent review.
3. Decision confirmed and no more information provided. In these cases, the CPS progress to a second stage which involves an independent review at another office.

Independent review

The reviewing prosecutor will reconsider the evidence and the public interest test. The CPS will contact you with the outcome of the review. They aim to do this within thirty working days (six weeks). If more time is required, they will keep you updated.

Families should note that whilst the CPS describe this as an independent review, it is conducted by a CPS prosecutor from a different area, not an independent body.

Victims' Code key entitlements: Charging decision stage

- ▶ Be informed if the suspect is to be prosecuted or not or given an out of court disposal;
- ▶ Seek a review of the police or CPS decision not to prosecute or in accordance with the National Police Chiefs Council and CPS Victims' Right to Review Schemes.

Criminal prosecution

Key points

- ▶ A criminal trial, including sentencing, can often take over a year to conclude, from the first hearing
- ▶ With criminal prosecutions, [Victim Support London](#) provides pre-trial support and the police will put you in touch with the [Witness Care Unit](#) at court

If the CPS decide a prosecution is justified, the police will charge the suspect driver and start court proceedings. In 2018, there were 33 drivers prosecuted for causing a serious injury. Only one of these cases was stopped before trial.

Common questions asked by families include:

Why are drivers suspected of causing serious collisions allowed to continue driving?

Few drivers have bail conditions imposed, including being given an interim driving ban. There must be evidence that the driver is likely to reoffend for a ban to be considered.

How long will a court prosecution take?

It can often take over a year for a case to be heard, especially if it involves a Crown Court trial. Long waits with delays and adjournments are routine.

"In my case there were a lot of hearings and dates in court. Sometimes they changed last minute and I found the process to be quite disruptive. The only advice I can give is to try and not pin too much on specific dates – they might change."

Injured victim

What criminal charges are most likely?

As shown overleaf, the most common charge that specifically mentions a serious injury is Causing Serious Injury by Dangerous Driving. But drivers could be charged with Careless driving which does not mention any serious injury in its name. Dangerous driving requires the driving standard to have fallen "*far below*" the standard of a careful and competent driver whereas Careless Driving is "*just below*".

What support is there?

Pre-court support is now available, thanks to funding by MOPAC. This is organised by Victim Support. If you have yet to hear from them, you can contact them directly. [Please see here for more information.](#)

If a driver is given a custodial sentence of more than 12 months, a Victim Liaison Officer from the Probation Service will be assigned to keep your family informed, including updates of any early release requests.

Do I have to worry about downgrading?

Downgrading will remain a risk throughout the prosecution. With a charge of Causing Serious injury by Dangerous Driving, the CPS can accept a guilty plea to the lesser charge of Careless driving, whilst judges can also downgrade the charge to Careless driving, and juries can decide the accused was guilty of careless rather than dangerous driving.

"In my case, the charge was downgraded from Dangerous Driving to Careless Driving. It can feel like justice is not being done, especially considering the seriousness of the injuries. My advice would be to speak to as many people as you can. Speak to the Investigating Officer about why there has been no charge/why it has been downgraded and seek advice from support organisations like RoadPeace."

Injured victim

What about my Victim Personal Statement

If your case is going to court, you and your family will be given the opportunity to make a Victim Personal Statement. These are intended to allow you to describe the impact the collision has had on your life. It is not intended to affect the sentencing. Please know you can always add to your statement if you wish. See the [government's website](#) for more information on Victim Personal Statements or for examples and our guide on writing a VPS please contact RoadPeace.

How do guilty plea discounts work?

If the accused pleads guilty early (at the first court hearing), they can be given up to one third off their custodial sentence. Guilty plea reductions do not apply to fines or driving bans.

What sentences are likely?

For Causing Serious Injury by Dangerous Driving, the majority of convicted drivers received a custodial sentence. A minimum driving ban of two years also applies.

For Careless driving, the vast majority of drivers convicted of this charge received a fine. Few drivers convicted of Careless driving are banned. Instead they receive between 3–9 penalty points on their licence.

Can I get my travel expenses paid?

If you are giving evidence, ask Victim Support or the Witness Care Unit at court how to apply for travel expenses.

What about Restorative Justice

Restorative Justice is a Government sponsored programme which allows victims to meet with offenders when there has been a successful conviction and ask questions about the collision or any remorse the offender has. They may also receive an apology which may appear more sincere than any given as part of a pre-sentencing ploy.

Both sides must give permission to participate. In London, the Restorative Justice service is provided by Calm Mediation, who are funded by MOPAC as part of the Integrated Victim and Witness Service led by Victim Support. Contact [Calm Mediation](#) or call them on 020 7603 4014. See [here](#) for background information on Restorative Justice for victims.

Victims' Code key entitlements: Sentencing related

- ▶ Read your VPS aloud or have it read aloud on your behalf, subject to the views of the court, if a defendant is found guilty;
- ▶ Be informed of any appeal against the offender's conviction or sentence
- ▶ To opt into the Victim Contact Scheme (VCS) if the offender is sentenced to 12 months or more.
 - Make a VPS for consideration by the Parole Board if the offender is considered for release or transfer and apply to the Parole Board to read it out at the hearing;
 - Make representations about the conditions attached to the offender's licence on release and be informed about any licence conditions relating to you;
 - Receive information about Restorative Justice and how you can take part;
 - Make a complaint if you do not receive the information and services you are entitled to, and to receive a full response from the relevant service provider.

Civil compensation

Key points

- ▶ Civil compensation is possible without a criminal prosecution, or in cases where a driver is found not guilty
- ▶ Proceeding for claims must be issued in court within three years of the collision
- ▶ Your claim's success will depend on the evidence available – the sooner this is collected the better – don't delay speaking to a solicitor
- ▶ There is a cost for accessing information for civil claims from the police but this can be included in your civil claim

In addition to being emotionally devastating, life changing or life threatening injury collisions can also be financially devastating. Civil compensation can help families with the additional costs they have incurred, including with lost income, even if no one is prosecuted for the collision. There are different standards of proof, with a lesser standard of proof for civil compensation.

Questions families often ask

Do I need a personal injury lawyer?

RoadPeace encourages all families to consult a [specialist personal injury lawyer](#) about a potential civil claim. With their experience and expertise, they will know what you can claim for. RoadPeace has a legal panel of specialist personal injury lawyers, which provides high quality legal advice to those suffering serious injuries in road collisions and helps them achieve fair and timely civil compensation.

What about collisions involving a criminal prosecution?

Civil compensation applies also in cases where drivers are convicted of a criminal charge. The Criminal Injuries Compensation Scheme which compensates victims of crime, does not compensate victims of driving offences as they are expected to receive compensation from motor vehicle insurance policies.

Are there any time limits for applying for civil compensation?

Civil claim proceedings need to be issued at court within three years of the collision. Injured children have until their 21st birthday for court proceedings to be issued.

Does a more serious charge mean more liability?

It does not matter if the driver is prosecuted for causing the collision or which charge. This does not determine liability in civil compensation cases.

What if my collision involved a driver that did not stop at the scene or who was uninsured?

If the collision involved an uninsured or untraced driver (where the driver has failed to stop), your claim should be submitted to the Motor Insurer's Bureau (MIB, 2019), [please see here](#).

What information do I need to start my claim and how do I get it?

To begin a claim, you need the vehicle registration details of the vehicle involved and the insurers. The police will provide this information for a fee. Your solicitor can get this information for you (and other information such as witness statements and investigation reports) and cover any costs, as the fee can be claimed back as part of any compensation claim.

The College of Policing has published guidance on deadlines which police are to aim to meet in disclosing evidence to assist with civil claims. These include the following:

Recommended College of Policing disclosure deadlines for civil claim related information	
What information	When provided
Basic information on the vehicles involved, including owners and insurers	As quickly as possible and no later than four weeks after the collision
Other information on the collision and the investigation, including the police collision report, forensic collision investigators report (if any), photographs, plans, CCTV footage and note book entries of reporting officers	Within four months of collision and no later than six months
Police witness statements	Within six months of collision and no later than nine months

[CPS \(2019\) Disclosure of Material to Third Parties](#)

For more information on civil compensation, you should contact RoadPeace who can help put you in touch with a specialist personal injury firm.

"I cannot stress enough how important it is to get a good solicitor as quickly as possible after the crash. Your claim is the money you need to get your life as close as it can be to how it was before the crash. It is a long process, and will probably take years. The sooner you get a solicitor, the better."

Injured victim

Learning lessons and longer term

Key points

- ▶ Motorisation and convenience should not result in road death or serious injury. London is working to eliminate road death and serious injury from its roads by 2041
- ▶ And for those deaths and serious injuries not prevented, London is working to improve investigations and the treatment of victims, as well as learn lessons to reduce the risk to others
- ▶ Please help London learn from your experience

Every week, another two families or more suffer in life changing or life threatening collisions. The Mayor, the London Victims' Commissioner, the MPS, TfL, and RoadPeace are working to improve the response to these tragedies. We are keen to hear how you were treated. This includes both what helped you during this terrible time and also what could have been done better.

Feedback and making a complaint

The basic guideline with making a complaint is to start with the person or organisation that you believe has failed your family. This is also the quickest way to get it resolved. Families may want to see lessons learned and practices quickly changed rather than formal complaints lodged and investigated.

If you need to complain about the police investigation, you should first start with your point of contact in the police and ask to raise it with their supervisor. The MPS website provides information on [how to make a complaint](#) and also [how they follow up on it](#).

You can also make your complaint through the [Independent Office for Police Conduct](#) which handles appeals about complaints. They will redirect your initial complaint to the MPS. Your complaint should be submitted within a year of the incident you are complaining about.

If you want to complain about the CPS, this can be done online, using their form. It should be done within six months of the cause for the complaint, as the CPS will not deal with complaints after this time.

And any complaints with solicitors should be submitted to their firm. They have up to eight weeks to respond. If the matter is not resolved, then you can contact the Legal Ombudsman.

Contact RoadPeace for more information about providing feedback and making complaints.

"I am very sorry this crash has happened to you. I wish very much mine had never happened. I take solace in that I am lucky to be alive and hope you can too."

Injured victim

References

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Victim Support (2019) Get help from your local team,
<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/london>

Waxman C (2019), Review of Compliance with the Victims' Code of Practice (VCOP), Findings, recommendations and next steps
https://www.london.gov.uk/sites/default/files/vcop_final_pages.pdf

How RoadPeace can help you

RoadPeace is the national charity for road crash victims. We support bereaved families and those who have been seriously injured by road collisions through:

Support

Helpline - 0800 160 1069

Our helpline provides emotional support, information about the justice system and signposting to appropriate services. It is for anyone bereaved or injured in a road collision. The helpline is open **Monday to Friday** from **10am to 1pm**.

Befriender support

Our befriending service offers ongoing telephone support from trained volunteers who have suffered a similar experience.

Support groups

Online support group meetings for injured victims are held bi-monthly on the last Wednesday of the month for injured victims and their families.

Advocacy and casework

Information guides

RoadPeace helps families navigate the justice system through detailed guides on collision investigation, inquests and sentencing. You can find out more about road death investigations and your rights by reading:

Ministry of Justice (2020), *Code of practice for victims of crime*.

Casework assistance

We help victims with queries about investigation, inquests, prosecution, compensation and sentencing.

Access to civil justice

The RoadPeace Legal Panel provides high quality legal advice to those bereaved or seriously injured in road collisions and to support them to achieve justice and fair compensation.

The Legal Panel is made up of leading specialist personal injury law firms. Panel members sign up to an agreed set of qualifying criteria including quality standards as their sign of commitment to road collision victims.

To contact a legal panel member please visit our website or call our helpline.

Campaign for justice

In addition to supporting collision victims, we campaign for change including for:

- ▶ improved investigations, appropriate prosecution and sentencing of offenders, and fair compensation for victims
- ▶ improved rights and recognition for collision victims
- ▶ road danger reduction policies that prioritise vulnerable road users and the environment

If you have any questions about collision investigation or need any other support, please contact RoadPeace.

Call our Helpline: 0800 160 1069

Send an email: helpline@roadpeace.org

Visit our website: www.roadpeace.org



Other sources of support

Assist Trauma Care

Provide therapists trained to work with Post-Traumatic Stress Disorder and the after effects of trauma

Advice Line **01788 560800**

<http://assisttraumacare.org.uk/>

Back up trust

Supporting those with spinal cord injury

Support line 020 8875 1805

<https://www.backuptrust.org.uk/>

Brain and Spine Foundation

Support those affected by neurological problems, their family, friends and carers

Helpline **0808 808 1000**

<https://www.brainandspine.org.uk/>

Brake, the road safety charity

Provide support and information to road crash victims

Helpline **0808 8000 401**

Monday to Friday (10am to 4pm)

<http://www.brake.org.uk/victim-support>

Calm mediation (Restorative Justice programmes in London)

Phone **0300 102 3031**

<http://calmmmediation.org/restorative-justice-service/>

Changing Faces

Support, Information & Advice **0300 012 0275**

<https://www.changingfaces.org.uk/>

Child Brain Injury Trust

Provides emotional and practical support to families affected by childhood acquired brain injury across the UK

<https://childbraininjurytrust.org.uk/>

Samaritans

Offers a 24/7 helpline support before, during and after a crises

Helpline **116123**

<https://www.samaritans.org/>

The Sarah Hope Line

Offers comprehensive help and support to anyone injured during, or affected by, a serious incident involving TfL services

Phone **0343 222 5678**, Monday to Friday (8am to 6pm)

<https://tfl.gov.uk/campaign/incident-support-service>

The Silverlining Brain Injury Charity

Specialises in the support of all those effected by brain injury

<http://www.thesilverlining.org.uk/>

Shout

Offers a free 24/7 texting service for anyone in crisis

<https://www.giveusashout.org/>

Spinal Injuries Association

Supports anyone who has been touched by spinal cord injury

Advice line **0800 980 0501**

<https://www.spinal.co.uk/>

Victim Support (London)

Offers support to victims of crime and traumatic incidents in England and Wales

Helpline **0808 168 9291**

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/england/>

RoadPeace

The national charity for road crash victims

