

This booklet is written by BrakeCare (the support division of the road safety charity Brake) in open consultation with representatives from a range of organisations. BrakeCare is committed to continuous improvement. This booklet is subject to continued assessment and review. Any comments on its content are welcomed and should be sent in writing to BrakeCare, PO Box 548, Huddersfield HD1 2XZ or e-mailed to brakecare@brake.org.uk



BrakeCare, PO Box 548, Huddersfield HD1 2XZ
Telephone: 01484 559909 Fax: 01484 559983
Helpline: 0845 603 8570
e-mail: brakecare@brake.org.uk
www.brake.org.uk

BrakeCare is the road crash victim support division of Brake, the road safety charity
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P. R. Hanna
SOLICITORS



the brain injury association

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P R Hanna Solicitors, practising throughout Ireland, is a leading firm of solicitors specialising in personal injury claims following serious road crashes. For a friendly service and expert advice phone 028 9023 5554 or email info@prhannasolicitors.com. Website: www.prhannasolicitors.com

Headway is a UK charity that provides help and support to people affected by brain injury. The Headway Helpline provides information, advises on sources of support, finds local rehabilitation services and offers a listening ear to those experiencing problems. Call the Headway helpline on 0808 800 2244 or email helpline@headway.org.uk. Website: www.headway.org.uk

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Advice for people in Northern Ireland

who have suffered a serious injury in a road crash, and their families and close friends



working in partnership

P. R. Hanna
SOLICITORS



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If you would like any part of this pack explained over the phone, or need support, you can call BrakeCare, the support division of Brake, the road safety charity, on our **information and support line 0845 603 8570**

IMMEDIATE CONCERNS

If your loved one is in an Intensive Care Unit (ICU)

Spending days, weeks or months in the waiting room of an Intensive Care Unit or some other specialist medical facility while a loved one receives treatment is physically and mentally exhausting. If a loved one is in an ICU, call BrakeCare on 0845 603 8570 to talk to a support worker. You can also download a copy of *What happens in an intensive care unit* at www.brake.org.uk. You can also ask to talk to a hospital chaplain or counsellor, who will be experienced in helping families and friends in times of crisis.

Practicalities

Injuries disrupt lives. Family, friends and neighbours can be a wonderful practical source of help. There may be everyday responsibilities that need to be taken over, such as care of children, elderly relatives, or pets. If an injured person is conscious and capable of good levels of communication, it is important to consult them before making important decisions.

If you are responsible for telling children about the crash, it is usually better to be honest and provide them with lots of loving support, rather than hide them from an upsetting truth.

There may be other people who need telling, such as an employer, school, college or GP.

Family Liaison Officers and police investigations

If injuries are serious, and particularly if someone has died, you may be offered the help of a specially-trained police 'Family Liaison Officer' (FLO).

An FLO is there to support you and keep you informed about anything to do with the police investigation or any subsequent prosecution. The police may investigate through methods such as breath tests, interviews, and study of the road and vehicles.

If you do not have an FLO, you can ask to meet the investigating officer. If you know something about the crash that you think is important, tell the police. It is your right to ask your police contact any questions that are on your mind.

Serious injuries in road crashes can be devastating. You can call BrakeCare's helpline on 0845 603 8570 to talk to an experienced support worker, who can also put you in touch with local agencies who can help you.

REHABILITATION OR RECOVERY

Rehabilitation or recovery may take a few weeks or continue for years, depending on the severity of injuries. There are many **professionals** who help seriously injured people recover from injuries or adjust to life with permanent disabilities:

- **Occupational therapists** assess an injured person's physical functioning and the psychological impact of what has happened to them. They aim to help disabled people regain as much independence and quality of life as possible, through therapy and adaptations to their home, such as wheelchair ramps. Log on to www.cot.co.uk to find out more.
- **Physiotherapists** use methods such as exercise to improve a person's mobility. Log onto www.csp.org.uk to find out more.
- **Vocational rehabilitation workers** provide information and specialist support on returning to work or retraining after brain injury.
- **Speech and language therapists** help improve a person's communication skills. They can also help people who have difficulty swallowing. Log on to www.rcslt.org to find out more.
- **Clinical psychologists and neuropsychologists** provide assessment and therapy for the psychological effects of head injury.
- **Social workers** provide information on benefits, housing and transport.

Benefits

It is important to claim benefits you are entitled to, from the State or your employer, such as statutory sick pay and disability benefits. Phone the Benefit Enquiry line on 0800 220 674. It may also be possible to claim against a critical illness insurance policy held by someone injured.

Help for carers

Being a carer for someone with disabilities can be physically and mentally draining. If you are a carer, it is important you have support. Contact your local social services for an assessment of your needs.

In addition to help from the State, there are charities and voluntary organisations that provide many support services for people who have suffered a serious injury and their carers. See pages 12-14.

COPING WITH EMOTIONS AND FEELINGS

When someone is seriously injured in a road crash, it is traumatic for the person injured and for close family and friends.

People react in different ways but it is natural and normal to have very strong emotions. These emotions can range from disbelief, to anger, to feelings of depression, anxiety, and panic about the present and future.

Getting expert help

It is not a sign of weakness to seek professional help. Many people whose state of mind is not improving after a month or more find they benefit from one-to-one counselling from a qualified counsellor. Even if you think counselling won't help, it's worth giving it a go because it might.

Tell your GP that you want an assessment from a counsellor who specialises in providing talk-based therapy to people who have been affected by a traumatic event. Your assessment, carried out in one meeting with a specialist, may identify that you have Post Traumatic Stress Disorder (PTSD) and need a course of Cognitive Behavioural Therapy. This takes the form of weekly conversations with a therapist, over several weeks or months.

Go to www.nice.org.uk for information on PTSD. See page 14 for counsellors if your GP can't refer you.

Getting through each day

It is not a good idea to 'bottle up' feelings. Sometimes loved ones may act as if nothing has happened, or say something that you find upsetting. This is probably because they don't know what to say for the best. Talking with your loved ones can help sort out misunderstandings and help you to support each other.

Take extra care if you are driving, cooking, or doing other potentially dangerous tasks. It is easier to make mistakes at times of severe stress.

Some traumatised people become dependent on stimulants or tranquilisers. It is a mistake to resort to alcohol or cigarettes. Tranquilisers may help some people in the very short term, or for medical reasons, but can be addictive and affect your ability to work or communicate.

Take each day as it comes. Try to find things that help you relax, for example, your favourite music.

CLAIMING MONEY

How do I get a vehicle repaired or replaced?

It is vital that all parties involved in a crash exchange motor insurance details and insurance companies are told. If you have 'comprehensive' cover, costs for vehicle repairs or a new vehicle will be paid by your insurance company regardless of blame. If you had '3rd party' cover, you can only claim money for repairs if another person's vehicle caused the crash. (In cases where the other driver was uninsured, it may be possible for your insurer to pursue a claim through a body called the Motor Insurers' Bureau.)

Should I contact a solicitor?

Everyone injured in a road crash, where there is even a small chance a driver of another vehicle was even partly to blame, should consult a personal injury solicitor. It may be possible to claim significant amounts of money for injuries sustained, and access to better quality medical care, at little or no cost to you. Lists of specialist solicitors can be obtained from organisations on page 12. Do not contact a general high street solicitor with no expertise or experience in personal injury claims.

When should I contact a personal injury solicitor?

The sooner you consult a personal injury solicitor, the better. This means your solicitor can talk to witnesses before memories fade, and collect evidence before it is lost. Claims usually must be made within three years. This sounds a long time, but it can take a long time to prepare a claim, including medical reports and an accurate assessment of how injuries have affected someone.

Will a personal injury solicitor cost me money?

A specialist solicitor should be able to offer you initial advice for free. If you win, your solicitor will obtain their fee from the opposition. If your claim is unsuccessful you may be liable for some legal costs. This is one of the reasons it is important to choose a specialist solicitor to reduce this risk. You may also be able to pay through an insurance policy you own or a trades union membership. Your solicitor can help you explore any possibilities.

You should be able to talk to your solicitor as often as you need to. If they are busy, a good solicitor will get back to you soon. It is important that they answer your questions clearly and quickly. You are the client.

What if the injured person was to blame for the crash?

Compensation claims for injury use 'civil law'. You are suing another person through the civil courts. If an injured person is entirely responsible for causing their own injuries through their own behaviour, compensation may not be possible as there is no-one to sue. However, there can often be some level of blame attached to a driver of another vehicle, even if some of the blame is also attached to the person who was injured, and even if no criminal charge is brought by the police. In cases of shared blame, it is often possible to claim some compensation.

What can I claim for?

Money can be claimed for many things relating to injury, and the amount of money that can be claimed varies from case to case. Claims may be possible for costs that have already been incurred, or for costs that will be incurred in the future, including:

- loss of earnings
- medical fees
- carer costs
- mobility aids and special housing
- travelling expenses
- pain and general suffering
- effect on life, including inability to play sports
- emotional suffering

Will the opposition dispute my claim?

The defendant (the driver who you are trying to claim money from through their insurance company or the MIB) has a right to ask their solicitor to check the injuries and losses being claimed by your solicitor. They may carry out their own investigations and try to claim that your solicitor is exaggerating their claim. This can be upsetting. However, both sides have a right to ensure that any award is fair to their client.

Keep notes of conversations with your solicitor. At times of stress, it is normal to have a poor memory.

It is also vital to keep receipts for all expenses incurred as a result of the crash. You may be able to claim them back.

How long will it take for my claim to be settled?

A claim can take a long time to be settled, particularly if the defendant disputes the claim. Sometimes, a defendant offers an amount of money that is less than your solicitor claimed for you. Any offer should be carefully considered, particularly if it is close to the amount your solicitor claimed. However, your solicitor will be able to advise you and in some cases will recommend that you wait for a better offer.

I have no money and need some quickly. What do I do?

In some cases, your solicitor may be able to claim an 'interim payment' from the defendant, prior to your claim being settled. This is particularly useful if an injured person has had to give up work or would benefit from expensive medical treatments.

Will the claim be heard in court?

Usually claims are settled 'out of court' following negotiations between your solicitor and the defendant's solicitor. However, if agreement cannot be reached, the claim may go to court. Claims on behalf of a child, or an adult who does not have the capacity to deal with their own financial affairs, may also be heard in court.

If a case goes to court, all decisions will be made by a judge. There is no jury. The judge will rule who was to blame and the size of any award. If an award is made to a child, the judge will usually order that the money is held by the court until they are 18.

Can I appeal against a judge's ruling?

There are limited grounds for appeal against a judge's ruling and appeals must be lodged within certain time limits. Your solicitor will advise you.

CRIMINAL PROSECUTIONS

The police have a duty to investigate serious road crashes. If someone, or several people, are thought to be responsible for the crash, there may be one or more criminal prosecutions. Sometimes, nobody is prosecuted following an injury on the road.

Criminal prosecutions are brought by the Public Prosecution Service (PPS). The PPS will only prosecute if there is enough evidence to provide a reasonable prospect of conviction. PPS lawyers consider the law, the evidence, and 'public interest'. A person may be arrested and taken to a police station to be charged with an offence. Alternatively, the person may be issued with a court summons which tells them to appear in court to answer the charge.

Where are cases heard?

Depending on the charge, cases are heard in a youth court, magistrates' court or crown court.

In a **Magistrates' Court**, the case is heard by a district judge, who is either a barrister or solicitor. If the defendant pleads not guilty, the case goes to trial in front of the district judge. There is no jury. The prosecuting PPS lawyer may call eye witnesses and expert witnesses and show photographs, videos or diagrams. The lawyer acting for the defence may also call witnesses and show evidence. The defendant can choose not to give evidence. The verdict and sentence are then decided by the district judge.

In a **Crown Court**, the case is heard by a judge. If the defendant pleads not guilty, the case normally goes to trial in front of a jury who decide the verdict of guilty or not guilty. The PPS lawyer is usually a barrister and may call eye witnesses and expert witnesses and show photographs, videos or diagrams. The lawyer acting for the defence may also call witnesses and show evidence. The defendant can choose not to give evidence. If guilty, the sentence is determined by the judge.

In a **Youth Court**, cases involving defendants aged under 18 are heard by a district judge assisted by two lay members who have received specialist training. The prosecution evidence is presented first, followed by the evidence for the defence. If found guilty, sentencing is decided by the judge and the two lay members.

CRIMINAL PROSECUTIONS Continued

Can I attend a criminal court case?

Usually, yes. You can sit in the public gallery. Here is some advice for you if you intend to go:

- For many reasons, court hearings can start late, be cut short, postponed, or moved to another room. Ask your police contact to keep you informed.
- It is a good idea to familiarise yourself with the court before a hearing, including locations of toilets and any café.
- Many road crash victims see the defendant for the first and only time in court. This can be a shock, particularly if the defendant is sitting near to you in a waiting room or café. If you are worried about this, you may be able to arrange to sit somewhere private. Talk to your police contact in advance.
- Evidence presented in court is for the benefit of the judge, magistrate or jury. You may not be able to see evidence being discussed such as videos. On the other hand, you may see photographs of the crash or injuries, which may be upsetting. If you think you may have to leave the court room because you are upset, talk to your police contact and see if you can arrange a quiet place where you can go and sit.

The charity Victim Support runs the 'Witness Service'. You do not have to be a witness to use it. The service is available to victims and their family and friends. The service offers trained volunteers to help you in court with issues such as those outlined above, and any other issues to do with your welfare at a hearing.

You can call the Witness Service on 028 9024 4039 to find out if it is available in the court you are attending.

What charges can be brought?

The below charges are placed in order of seriousness, with those with the highest penalties first.

'Causing death or grievous bodily injury by dangerous driving'

(article 9 of the road traffic (NI) order 1995 (SI No. 2994 NI 18)

Maximum penalty: 14 years imprisonment and/or an unlimited fine. Anyone convicted must be disqualified for a minimum period of 2 years, and must pass an extended driving test to regain their licence.

Definition: This charge requires proof that a driver's driving fell '**far**' below what would be expected of a competent and careful driver, and it would be obvious to a competent and careful driver that driving in that way would be dangerous'. The charge can also be brought against a driver driving a vehicle in a dangerous mechanical condition. Grievous bodily injury means serious injury.

‘Causing death or grievous bodily injury by careless driving when under the influence of drink or drugs’ (article 14 of the Road Traffic (NI) Order 1995)

Maximum penalty: 14 years imprisonment and/or an unlimited fine. Anyone convicted must be disqualified for a minimum period of 2 years, and must pass an extended driving test.

Definition: This charge requires proof that a driver was unfit to drive through drink or drugs or consumed so much alcohol ‘that the proportion in their breath, blood or urine exceeds the prescribed limit’ and that ‘driving fell below what is expected of a careful and competent driver’.

‘Aggravated vehicle taking causing death or grievous bodily injury’

(article 172B of the Road Traffic (NI) Order 1981)

Maximum penalty: 14 years in prison or a fine or both and an obligatory disqualification.

Definition: Someone can be charged with this offence if they cause death or serious injury while driving a stolen vehicle.

‘Dangerous driving’ (article 10 of the Road Traffic (NI) Order 1995)

Maximum penalty: If heard in a Crown Court, the maximum is 5 years imprisonment or an unlimited fine or both. If heard in a Magistrates’ Court, it is 6 months imprisonment or a £5,000 fine or both. Anyone convicted must be disqualified for a minimum of one year and must pass an extended driving test to regain their licence.

Definition: This charge requires proof that a driver’s driving fell **far** below what is expected of a competent and careful driver or that it would be obvious to a careful and competent driver that driving in that way would be dangerous. A person is also to be regarded as driving dangerously if it would be obvious to a competent and careful driver that driving the vehicle in its current state would be dangerous.’

‘Causing death or grievous bodily injury by careless or inconsiderate driving’

(article 11A of the Road Traffic (NI) Order 1995) (relates to driving after 16 July 2008)

Maximum penalty: 5 years imprisonment or a fine or both on indictment. 6 months imprisonment or a £5,000 fine or both in the Magistrates’ Court. Disqualification is obligatory.

Definition: This charge requires proof that a driver’s driving fell below what is expected of a careful and competent driver. Grievous bodily injury means serious injury.

‘Careless and inconsiderate driving’ (article 12 of the Road Traffic (NI) Order 1995)

Maximum penalty: Fine of £2,500. The driver’s licence must be endorsed with 3 to 9 points and the court may disqualify the driver.

Definition: This charge requires proof that a driver’s driving fell ‘below what is expected of a competent and careful driver.’

Aggravated vehicle taking (article 172A of the Road Traffic (NI) Order 1981)

Maximum penalty: Obligatory disqualification and 5 years’ imprisonment or statutory maximum fine or both if heard in a Crown Court. If the case is heard in a Magistrates’ Court it carries a maximum sentence of six months imprisonment or a £5,000 fine or both.

Definition: This offence is committed when a person takes a vehicle (steals) without the owner’s consent or other lawful authority for his own or another’s use, or, knowing that any conveyance has been taken without such authority, drives it or allows himself to be carried in it or on it and

- a) that the vehicle was driven dangerously on a road or other public place; or
- b) that, owing to the driving of the vehicle, injury was caused to any person; or
- c) that, owing to the driving of the vehicle, damage was caused to any property other than the vehicle; or d) that, owing to the driving of the vehicle, damage was caused to the vehicle.

Construction and Use Offences

Maximum penalty: There are a range of fines for different offences - the highest is £5,000.

Definition: Failure to operate a vehicle with effectively working safety components, such as brakes, tyres, steering or lights.

Failing to stop or report an accident (Hit and run)

(article 175 of the Road Traffic (NI) Order 1981)

Maximum penalty: Six months imprisonment and/or £5,000 fine.

Definition: A failure to stop at the scene of a crash, remain stationary for a reasonable period, provide their details, or report the crash to police ‘as soon as reasonably practicable’.

Driving without a driving licence (article 3(1) of the Road Traffic (NI) Order 1981)

Maximum penalty: A £1,000 fine. In some circumstances, the driver’s licence may be endorsed with three to six penalty points, or the court may disqualify them.

Definition: Driving without a valid driving licence.

Driving while disqualified (article 167 of the Road Traffic (NI) Order 1981 in respect of driving before 15 November 2007 and article 168A(1) after that date)

Maximum penalty: One year imprisonment and/or unlimited fine if heard in a Crown Court, or six months’ imprisonment and/or £5,000 fine if heard in a Magistrate’s Court.

Definition: If a person drives while disqualified from driving they commit this offence, unless they have been issued a provisional licence.

Driving without motor insurance (article 90(4) of the Road Traffic (NI) Order 1981)

Maximum penalty: £5,000 fine and 6-8 penalty points (disqualification discretionary).

Definition: If a person uses a vehicle on a road, or any other public place without motor insurance, they have committed this offence.

‘Aiding and abetting’ any of the listed offences

Maximum penalty: Generally the same as for the offence which the defendant is accused of encouraging someone else to commit. For example, if a passenger encourages a driver to race another driver or drive under the influence of alcohol and the driver kills or maims someone, the passenger could be convicted too.

Definition: Anyone who encourages another person to commit an offence can be charged with aiding and abetting. For example, this could be a passenger, or an employer who asks their employee to drive a defective vehicle or break speed limits to get somewhere on time.

The police and the PPS should be able to explain to you how a case is progressing and reasons for any delays.
If you have any questions or concerns, you can request a meeting with your police contact or the PPS.

Verdicts and sentences

If a court finds a defendant guilty, they may impose a sentence which is much lower than the maximum. Courts can also find defendants not guilty or guilty of a lesser offence with a lighter penalty. Cases can also take much longer than you may expect to be resolved.

Talk to your police contact about likely outcomes, or ask to speak to the PPS if you want more information.

Appeals by the offender

A person who pleaded not guilty, but who was found to be guilty, can appeal against their conviction and/or sentence. A person who pleaded guilty and was found guilty can appeal against their sentence. Appeals must be lodged within the appropriate time limits set for appeals from the Magistrates' Court to the County Court or from the Crown Court to the Court of Appeal. You can ask the Court or the PPS whether an appeal has been lodged.

Appeals by the prosecution if the case was heard in a Crown Court

In some circumstances the PPS can refer 'unduly lenient' Crown Court sentences to the Court of Appeal to be reconsidered. The PPS cannot appeal against a Crown Court verdict of 'not guilty'. It may, however, be able to appeal to the Supreme Court if the Court of Appeal overturns a conviction in a Crown Court.

Appeals by the prosecution if the case was heard in a Magistrates' Court

The PPS can appeal against a magistrates' verdict of 'not guilty' but only if there is a point of law involved. These appeals are heard in the Court of Appeal.

Your rights to challenge a decision

In accordance with the PPS Code for Prosecutors, the PPS will review a prosecution decision where, for example, a specific request is made by a person, typically a victim, involved in a case. The PPS will provide reasons for a decision not to prosecute in cases involving death or serious injury.

Judicial review

It is possible for decisions by the PPS, in particular a decision not to prosecute or not to bring a more serious charge, to be challenged in the High Court by a barrister acting on behalf of a member of the public using a process called 'judicial review'. The High Court has the power to rule that the PPS reconsiders a case if it finds the PPS has acted unreasonably. There are barristers who specialise in judicial reviews and this process is expensive. However, some people with little income can claim legal aid. It is also possible but very expensive for anyone to privately prosecute someone else for a criminal offence. You cannot claim legal aid for a private prosecution.

USEFUL ORGANISATIONS

The following pages provide lists of useful services, some based in Northern Ireland. Others provide UK-wide coverage but may have Northern Ireland offices. You can also contact your local Citizens Advice Bureau for further local services. Go to www.citizensadvice.co.uk for CAB offices in Northern Ireland.

It is reasonable to ask the qualifications and experience of anyone who offers you help, even if that help is free. If you are unhappy with the help you get, say so and ask for alternative help.

Specialist personal injury solicitors:

- **The Motor Accident Solicitors Society**
T: 0117 925 9604 W: www.mass.org.uk
- **The Association of Personal Injury Lawyers**
T: 0115 958 0585 W: www.apil.org.uk
- **Headway** (for solicitors specialising in brain injury)
UK-wide helpline: 0808 800 2244 NI office: 028 9020 5777
W: www.headway.org.uk
- **Spinal Injuries Association** (for solicitors specialising in spinal injury)
Helpline: 0800 980 0501 W: www.spinal.co.uk

Organisations supporting road crash victims:

- **Brake, the road safety charity (producers of this guide)**
Helpline for road crash victims: 0845 603 8570
General queries: 01484 559909
W: www.brake.org.uk and www.roadsafetyweek.org.uk
Email: brakecare@brake.org.uk
- **RoadPeace**
Helpline: 0845 4500 355 W: www.roadpeace.org.uk
- **SCARD** (Support & Care after Road Death & Injury) and **CADD** (Campaign against Drinking and Driving)
Helpline: 0845 123 5542 W: www.scard.org.uk

Support after serious injury:

- **BackCare** (for anyone with a back condition)
Helpline: 0845 130 2704 W: www.backcare.org.uk
- **Brain and Spine Foundation**
Helpline: 0808 808 1000 W: www.brainandspine.org.uk
- **Cedar Foundation** (delivering services for disabled people in NI)
T: 028 9066 6188 W: www.cedar-foundation.org
- **Changing Faces** (for anyone with a disfigurement)
T: 0845 4500 275 W: www.changingfaces.org.uk
- **Child Brain Injury Trust** (Northern Ireland)
Helpline: 0845 601 4939 W: www.cbituk.org
- **Dial UK** (local disability information service run by disabled people)
T: 01302 310 123 W: www.dialuk.info
- **Disability Alliance** (disability rights and benefits information)
T: 020 7247 8776 W: www.disabilityalliance.org
- **Disabled Living Foundation** (advice on daily living equipment)
Helpline 0845 130 9177 W: www.dlf.org.uk
- **Headway** (information and support following brain injury)
UK-wide helpline: 0808 800 2244 NI office: 028 9020 5777
W: www.headway.org.uk
- **Limbless Association** Helpline: 0845 230 0025 W: www.limbless-association.org
- **Reconnect** (rehabilitation services for those with brain injury)
T: 028 9079 0551 W: www.reconnect-abi.com
- **Royal National Institute for the Blind**
Helpline: 0303 123 9999 W: www.mib.org.uk
- **Speakability** (help for people with communication difficulties)
Helpline: 080 8808 9572 W: www.speakability.org.uk
- **Spinal Injuries Association** T: 0800 980 0501 W: www.spinal.co.uk
- **The Stroke Association NI** (for people with communication difficulties)
T: 028 9050 8020 W: www.strokeni.org.uk
- **UK Acquired Brain Injury Forum** T: 01752 601 318
W: www.ukabif.org.uk

Support for carers:

- **Carers UK**
Helpline: 0808 808 7777 (wed and thurs, 10-12 and 2-4) www.carersni.org

Counselling and general support services:

- **British Association for Counselling and Psychotherapy**
T: 0870 443 5252 W: www.bacp.co.uk
- **UK Council for Psychotherapy** T: 020 7014 9955 W: www.psychotherapy.org.uk
- **British Association for Behavioural and Cognitive Psychotherapies**
T: 0161 705 4304 W: www.babcp.com
- **The Samaritans** (24 hour support helpline for everyone)
T: 0845 790 9090 W: www.samaritans.org.uk
- **Victim Support** (support for victims of crime) including Witness Service
T: 028 9024 4039 National helpline: 0845 30 30 900 W: www.victimsupportni.co.uk

Criminal Justice System contacts (for complaints and queries about criminal cases):

- **Police Ombudsman** T: 0845 601 2931
- **Public Prosecution Service** T: 028 9089 7102 W: www.ppsni.gov.uk
- **Court Service Information Service** T: 028 9041 2292

Agencies responsible for roads, vehicles and traffic law enforcement:

- **Northern Ireland Office** T: 028 9052 0700 W: www.nio.gov.uk
- **Police Service of Northern Ireland (PSNI)** T: 028 9065 0222
W: www.psnipolice.uk
- **Dept of the Environment** (responsible for road safety policy)
T: 028 905 4 0049 W: www.roadsafetyni.gov.uk
- **Driver and Vehicle Testing Agency** (testing of drivers and vehicles of all types, and for regulation and enforcement of commercial vehicle laws)
T: 028 9068 1831 W: www.dvtani.gov.uk
- **Roads Service** (maintaining of major trunk roads and motorways)
T: 028 9054 0540 W: www.roadsni.gov.uk
- **Local authorities** (responsible for local road upkeep) (see phone book for details)

Your Member of Parliament

Your MP's job is to represent your interests in parliament. To find out their name and contact details, go to www.parliament.uk or call Parliament 020 7219 4272