

Brake's National Road Victim Service

Service and referrals briefing

Brake's National Road Victim Service is for people living in the UK who have been bereaved or who have suffered a serious injury in a road crash either in the UK or abroad.

This includes family members, and partners of people who have died, and close friends too.

Our service is also available to anyone who supports someone bereaved or injured in a road crash.

The service is an accredited, professional source of emotional support, practical information, referral to other sources of help, and advocacy to help victims of road crashes.

Brake offers:

- needs-oriented practical and emotional support;
- information, guidance and advocacy; and
- signposting and referral to local or specialist services that can offer appropriate assistance alongside the support Brake provides.

Brake's case workers are trained and professionally supervised professionals who can provide a range of specialist support for road crash victims. This includes:

- **Providing a listening ear, so victims can talk about what they are going through, and providing advice on how to cope with the terrible shock and trauma.** Our case workers are trained and experienced in providing emotional support to people directly affected by road death and serious injury. They don't offer counselling, but they can provide reassurance, empathy and support, and where necessary they can help victims to recognise when specialist therapy might be helpful to them and provide information on how to access that help.

- **Helping victims to access expert specialist legal support.** Our case workers provide guidance and information for victims around the importance of seeking specialist legal support for issues such as wills, probate and civil claims. Brake's website includes a page on [finding appropriate legal support and advice](#), which provides further information.
- **Liaising with officials on behalf of those affected so their voice can be heard.** If victims need help making something happen then Brake can be an advocate on their behalf. For example, they might need some home help for a bereaved child, a meeting with a criminal prosecutor, or assistance dealing with employment, housing or finance issues relating to their bereavement or injury.
- **Helping those affected to understand procedures, such as inquests and criminal trials.** Brake can talk victims through the complex procedures that can follow a serious road crash and answer questions or talk to someone on their behalf to get answers.
- **Putting those affected in touch with other support.** Brake puts victims in touch with other agencies providing specialist and/or face-to-face support, according to their needs. We will continue to provide our road crash expertise alongside support from other services as appropriate.

Brake also produces a [range of literature](#) to support people who have been bereaved or seriously injured following a road crash. Literature includes information and advice to help people with the immediate practical issues they may face, and help them cope with emotions and feelings following a crash, understand criminal prosecutions, and find appropriate legal support. Brake's bereavement literature is handed out to grieving relatives by police after every fatal road crash across the UK.

www.brake.org.uk/victim-support/support-guides-for-road-crash-victims

How to make a referral to Brake's National Road Victim Service

Tel: **0808 8000 401**

Open Monday to Friday 10am to 4pm

email: helpline@brake.org.uk



If you are working with a client who has been affected by a fatal or serious injury road crash, please discuss Brake's National Road Victim Service and offer to make a referral to Brake if appropriate. If the client indicates they would like Brake's support, then you can offer to pass their details to Brake so that a Brake case worker can make direct contact.

If permission is given, please pass on the victim/s contact details (call 0808 8000 401 or email helpline@brake.org.uk) and Brake will make direct contact with them within service opening hours. Brake will only make contact if you provide assurance that permission has been gained from the victim to share their data and that they are expecting to hear from Brake.

If the victim/s do not want their details passed on to Brake, but they are interested in contacting the service in their own time, they can contact Brake directly by calling 0808 8000 401 or emailing helpline@brake.org.uk.

Brake's National Road Victim Service: who we help

Direct support	Indirect support	Signposting only
<ul style="list-style-type: none"> Bereaved road crash victims aged 16 and over. Seriously injured road crash victims aged 16 and over. Family, friends and professionals supporting bereaved and seriously injured road crash victims of any age. 	<ul style="list-style-type: none"> Bereaved and seriously injured children below the age of 16 (support is provided via adult carers and professionals using the service). 	<ul style="list-style-type: none"> People who caused or witnessed a fatal or serious injury crash in which the victims were unknown to them.

Brake's National Road Victim Service is for people who are currently resident anywhere in the UK. We can help if the crash happened in the UK or abroad. We can help if the crash happened recently or a long time ago.

Brake's National Road Victim Service is supported by:

Government departments:

Department for Transport
Foreign and Commonwealth Office

Police and Crime Commissioners:

We are funded by a number of Police and Crime Commissioners.

Corporate sponsors:



And donations from the public.