

Brake's support services for road crash victims

Brake supports people who have been bereaved or seriously injured in a road crash, as well as the family, friends and professionals supporting them. Support is provided via acclaimed [literature](#), handed out by police after every fatal road crash and available online, and through an accredited, professionally-delivered freephone national [helpline service](#).

Brake's literature and helpline offer a combination of **emotional support and practical help and information**, including on criminal justice system procedures, and signposting to other appropriate local and specialist services. In this way, they offer essential comfort in the immediate aftermath of a crash, as well as ongoing needs-centred guidance through the practical and emotional turmoil that follows.

Brake's helpline is available on **0808 8000 401** (free from most phones, open Monday-Friday 10am-4pm) or helpline@brake.org.uk. Commissioned by the Ministry of Justice as the national support service for bereaved road crash victims, it is staffed by trained professionals, experienced in supporting people who have suffered a dreadful experience, and accredited by the Helplines Standard. It offers:

- A listening ear, so callers can talk about what they are going through
- Advice on how to cope with the terrible shock and trauma
- Help understanding procedures, such as police investigations, court cases and help seeking specialist legal advice
- The option to liaise with officials on callers' behalf, so their voice can be heard and to help them overcome difficulties
- Help accessing face-to-face support, support groups, and counselling from appropriate experts
- Practical advice and emotional support to professionals working with road crash victims, including police.

How to make a referral to Brake

- After discussing with a bereaved or seriously injured road crash victim the support that Brake can provide (see brake.org.uk/support for more info), there are two ways for them to request our support:
 - They can contact us directly by calling **0808 8000 401** (Monday-Friday 10am-4pm) or emailing helpline@brake.org.uk
 - If you have their permission, you can pass on their contact details via the helpline number or email above and we will make contact with them within our opening hours.
- For Brake to contact a victim we simply need their contact details *and an assurance from the referrer that permission has been gained for us to make contact.*