



Chair, London Assembly Police and Crime Committee  
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24 June 2024

Dear Chair,

Many thanks for your Committee's letter of 15 March following the Police and Crime Committee's session and subsequent report on the police investigation of serious injury collisions.

We read the report with interest, and are grateful to have the opportunity to respond to two of the recommendations. Please see below for our response to both recommendations addressed to Transport for London (TfL), with input from the Metropolitan Police Service (MPS) and the Mayor's Office for Police and Crime (MOPAC).

## **Recommendation 7**

**The Met should review its standard operating procedures and guidance to increase the amount of information that victims receive in serious injury investigations that result in no further action (NFA).**

**The Met and TfL should establish a joint review of serious injury collisions that result in NFA decisions in 2023-24, to ensure that these decisions were appropriately quality-assured and well communicated to the victims involved. In response to this report, they should share the terms of reference for this review.**

In response to this recommendation, TfL and the MPS have agreed to work together to establish a joint review of serious injury collisions that result in NFA decisions, and this will require a careful and considered approach due to a number of factors.

TfL does not have a lawful basis to review Crown Prosecution Service (CPS) decision making, so we will need to work with the MPS to gain a better understanding on how to progress this aspect of the process.

We are also aware of the need to be mindful of the victims' right to review and their wishes regarding reopening cases. The Victims' Right to Review (VRR) Scheme gives victims the right to ask for a review of a police decision not to charge a suspect.



We will continue to discuss with the MPS and consult on appropriate next steps. We will share an update with the Committee in the coming months on our progress to establish the joint review.

## **Recommendation 11 (a)**

**The Committee welcomes the announcement of the new victim support service. In response to this report, MOPAC and TfL should provide the committee with a written update on the latest status of the pilot, and any learning so far.**

The road victim support service pilot was established with the aim of significantly improving support for victims of the most serious road traffic collisions in London. The service is funded by TfL and MOPAC, and delivered by charities Brake and RoadPeace, working in partnership with the MPS and City of London Police.

The pilot provides an enhanced quality of support through provision of services not previously available in London. Brake caseworkers are providing trauma-informed emotional and practical support for victims and their families, in person, over the phone and online. RoadPeace are providing longer-term aftercare, connecting victims with others who've been through a similar experience via support groups, befriending and their trauma support programme for bereaved families. Direct referral from the police makes it easier for victims to access services, with the aim of connecting more people with support.

Since the service launched on 13 November 2023, approximately 82 people who have been left bereaved or seriously injured in road traffic collisions have been supported or are currently in the care of the service (as of 31 May 2024). Brake and RoadPeace have reported positive feedback from those being supported through this enhanced service.

Since this is a new service and we could only estimate service user numbers prior to launch, we were cautious in defining the scope to ensure the newly established Brake and RoadPeace teams would not be overstretched – limiting it to bereaved or seriously injured victims of collisions investigated by the MPS Serious Collision Investigation Unit or City of London Police from the launch date. We have now been able to refine our assumptions and expand the scope to victims and families whose collision pre-dates the pilot launch, as well as victims of serious injury collisions outside those being investigated by the Serious Collision Investigation Unit.

We are still in the process of embedding the service, with referrals and the number of people being supported by Brake and RoadPeace still growing. A multi-agency project team is in place and meets regularly to oversee delivery, iron out any issues and embed the service.

We continue to monitor all aspects of the trial and have commissioned an independent evaluation, which will enable us to share a more comprehensive view of learnings at the end of the pilot, and we can share a further update with the Assembly once this review is finalised.



## **Recommendation 11 (b)**

**By 31 December 2024, MOPAC and the London Victims' Commissioner should also carry out a review of the support offered to victims and families of all serious injury collisions and identify a set of actions to ensure support is available in every case.**

The Vision Zero action plan outlines our shared commitment to improve support for victims of road collisions.

Brake and RoadPeace, as the national road safety and road victim charities, provide a national victim support service for all seriously injured victims which, alongside other services, are promoted by the police. We are aware that services are under pressure with the removal of government funding, and we await a decision on the government's future plans for victim support.

The road victim support pilot aims to enhance the support available from Brake and RoadPeace for those left bereaved or catastrophically injured, bringing it more in line with support provision for homicide and victims of serious violence.

MOPAC and TfL had discussed the possibility of this service for some time. MOPAC's Victims Strategic Needs Assessment (SNA) from 2021 included input from RoadPeace as it was acknowledged that there was a gap in provision for victims of road traffic collisions. MOPAC will be refreshing the SNA this year to inform the next Police and Crime Plan.

The learning from the Road Traffic Victims Pilot will be considered as part of the SNA refresh to inform MOPAC and TfL's next steps in bridging the gap in support for victims of road traffic collisions. While we do not think victim support should be a postcode lottery, we will do all we can to ensure that people seriously injured in collision in London have access to appropriate support.

Yours sincerely,



Lilli Matson  
**Chief Safety, Health & Environment Officer**