****

**Caroline Russell AM**

**City Hall**

**Kamal Chunchie Way**

**LONDON E16 1ZE**

Mayor of London

City Hall

Kamal Chunchie Way

London E16 1ZE

9 April 2025

Dear Sadiq,

**Support for victims of serious injury collisions and bereaved families**

Following on from my questions to you at Mayor’s Question Time (MQT) on 20 March 2025, as promised, I am writing to express my concern at the lack of consistent support provided by both the Metropolitan Police Service (MPS) and Transport for London (TfL) for victims of serious collisions and bereaved families.

I appreciate your response at both MQT and People’s Question Time (PQT) on 6 March 2025, to Abbey’s description of her experience of communication with both TfL and the MPS after the death of her fiancé while crossing the road in May 2024. I was particularly concerned to hear from her that support services offered required active follow-up when she was in the depths of trauma and immediate grief, which meant she did not get the specialised support she desperately needed. Abbey also told me about being warned that investigation times were lengthy, and this was blamed on resourcing issues in the Serious Collision Investigation Unit (SCIU). Further, the Family Liaison Officer (FLO) assigned to her fiancé’s family was seconded to another project for three months without notification.

**I understand from your answer to my questioning at MQT that the Victim’s Commissioner is already involved in Abbey’s case. Could you confirm that Abbey’s experience of post-crash interaction with the MPS and TfL will be investigated and any lessons learned?**

At MQT we also spoke briefly about the responsesto the recommendations in the Police and Crime Committee (PCC) report, Police Investigation of Serious Injury Collisions in London, that the Committee Chair received from the MPS and TfL, which I have addressed in the attached Appendix.[[1]](#footnote-16156)

The increase in the number of people walking and cycling being killed by motor vehicles on London’s roads, which I recently wrote about to the TfL Commissioner copying you in, underlines the urgent need to make meaningful progress on your Vision Zero target.[[2]](#footnote-3)

People walking and cycling suffer proportionately more serious injuries than vehicle occupants, representing 59 per cent of all reported Killed and Seriously Injured (KSIs) collisions in 2023. This is a 14 per cent increase on the baseline period for Vision Zero in London of 2005-2009 when the figure was 45 per cent.[[3]](#footnote-21932)

Apart from the disproportionate impact of road death and serious injury on these groups, their needs are different to those of vehicle occupants because in most cases they will not have motor insurance. This means bereaved families and people with serious injuries are reliant on high-quality investigations by the MPS to claim compensation and help to cope with and recover from their injuries.

**Could you clarify how each of the MPS and TfL responses to the recommendations in the report apply in the case of crashes involving people walking and cycling?**

I am also concerned that over a third of seriously injured cyclists are reporting their collisions online, suggesting that police may be less likely to attend the scene of a collision between a motor vehicle and someone riding a bike.

**Could you clarify how the MPS follows-up and investigates collisions that are reported online and what data you collect about the outcomes?**

The PCC report covered all serious injury collision investigations (just under 3,859 in London in 2022), and yet most responses to the report from the MPS appear only to cover the 100 crashes investigated by the SCIU.

Around 1,000 of the 3,859 KSI collisions each year are classed as either ‘very serious’ or ‘moderately serious’ and as such are likely to have a significant impact on the victim’s life. I understand the majority of these very or moderately serious collisions are investigated by borough police and then the MO10 Allegations Department at Marlowe House.

**I am interested in the investigation of this wider group of serious collisions. Could you address each recommendation (where appropriate) from the perspective of this wider group outside the 100 most serious collisions investigated by SCIU?**

I was pleased to see that on 24 March 2025 TfL announced it is seeking a supplier to provide a long-term support service for victims of road traffic collisions in London, after the pilot scheme service ends on 31 October 2025. I hope that TfL will continue to listen to the issues raised by Abbey and others following their post-crash experiences and use this insight to inform the provisions within the long-term support service.

Further to the questions raised in this letter, in the attached appendix you will find my feedback and follow-up questions to each of the responses from the MPS and TfL to the recommendations in the report.

I look forward to hearing from you, the MPS and TfL.

Yours sincerely,

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**Caroline Russell**

**Leader of the Green Group on the London Assembly**

cc Thomas Naughton, Chief Superintendent OCU Commander Roads and Transport Policing Command, MPS

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

Will Norman, Walking and Cycling Commissioner

Attached

1. Serious injury collisions report, Police and Crime Committee, 15 Mar 2024, <https://www.london.gov.uk/who-we-are/what-london-assembly-does/london-assembly-work/london-assembly-publications/serious-injury-collisions-report> [↑](#footnote-ref-16156)
2. Concerns about the number of road deaths in London in 2024, Caroline Russell AM, 4 Feb 2025 <https://www.london.gov.uk/who-we-are/what-london-assembly-does/london-assembly-members/publications-caroline-russell/concerns-about-number-road-deaths-london-2024> [↑](#footnote-ref-3)
3. Road Collision Data, Transport for London, <https://tfl.gov.uk/corporate/publications-and-reports/road-safety> [↑](#footnote-ref-21932)