COLOPHON

List of Practical Tools 2019

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1. INTRODUCTION

With the European project ‘Victims of road traffic offences’, which is funded by the Justice Programme of the European Union, we want to develop clear information, improve the accessibility of support and strengthen victim volunteers and professionals. One way in which all these goals can be tackled, is through the development and distribution of practical tools. A practical tool is an instrument that gives information which someone can use in their own situation.

In order to know which practical tools on which topics are necessary to develop, we did some desk research and held several focus groups. The research resulted in a small list of practical tools that might be interesting for road traffic victims and self-help organisations to use. This list is not exhaustive, but intends to give a first insight in the practical tools that already exist.

The tools presented in the list were selected based on criteria for practical tools to be good tools. The criteria were deducted from the focus groups we held with road victims and bereaved relatives. Therefore, we will first discuss the organisation of the focus groups and the instructions and questions we developed. Consequently, we will present the analysis of the results of the focus groups. And finally, we will end with a presentation of possible practical tools.
2. ORGANISATION OF FOCUS GROUPS

In May 2017, we started our search for participants. We contacted road traffic victims and relatives who work together with Rondpunt to raise awareness. They give testimonies to high school students in order for them to gain insight in the consequences of road traffic crashes. Two Belgian self-help organisations were also contacted, more specifically ‘OVK’ (Organisation for parents of children who passed away due to a crash) and ‘Over-Hoop’ (Organisation for young road traffic victims and their family). We could then organise two focus groups.

The participants were victims of road traffic offences and parents of surviving road traffic victims. We divided them in the two groups based on their background (age, residence, …) and the circumstances of the crash that happened. Because we found more victims to participate than family members, composing a group with only family members was not possible. Therefore, we decided to not separate them but to compose a group of victims and family members. The first focus group was held in July. In August the second focus group took place. The second group was smaller because three participants cancelled due to unforeseen circumstances (illness, change of work schedule, extra work for finals). Nevertheless, these three participants gave feedback on the questions and responses from the others individually.

In October we planned the last focus group. We really wanted to organise a focus group consisting of only parents of deceased road traffic victims, for which we needed help from the self-help organisation OVK. The cooperation with OVK did not run smoothly at the beginning and took time. With the help of Yinthe Feys, we managed to organise a focus group with bereaved relatives. She showed personal interest in the project and wanted to help out voluntarily. Yinthe contacted several people she had met before and found several willing participants. The last focus group was further organised with the help of Yinthe.
3. THE SCRIPT

In preparation of the focus groups, we developed a script with instructions for the person who moderates the session. In this chapter we briefly present the content of the script.

First, the welcoming of the participants is discussed. We decided that every focus group should start with an informal introduction so that the participants can get to know each other while we offer them some sandwiches and beverages. Then the actual focus group is initiated by the moderator. (S)he explains the aim of the gathering and the ‘rules’ (informed consent, respecting each other’s opinion, duration, …). After this explanation, the participants introduce themselves formally by telling who they are and what they experienced. The participants can decide how much details they want to share.

After the formal introduction, the participants discuss the needs of road traffic victims and their relatives with regard to receiving information and support. During the discussion, the moderator introduces different questions. One of the questions is ‘Which information sources and/or tools did you encounter and use after the car crash?’ E.g. a practical guide, websites, brochures, … A supplementary question concerns the way the participants found the information sources and/or tools. For instance whether the information or tools were offered by professionals or people from their network or were found by the victims and relatives themselves.

After finding out which information and/or tools they encountered and used, the next question deals with the needs of road victims and relatives. The goal of this question is to find out more specific details on the kind of information they need or needed after the crash (e.g. on which subjects/themes such as judicial, psychosocial, …). Additionally, the moderator also questions the participants on the needed information they did not receive during the aftermath of the crash. In this manner, it becomes clear how and on which level the support was lacking.

Besides the different questions, the script also contains a premise to propose to the participants and to ask whether or not they agree on the premise and why. The premise is ‘You receive so much information and have to cope with a lot after a crash. Consequently, you do not remember or recall everything that has been said. Therefore, it is important to receive information on paper.’

After discussing this premise, examples of informational tools (e.g. practical guide of Rondpunt, website of Victims Choice, website with an interactive tool on insurance and compensation and the FAQ-answers developed within the EU-project) are presented. The moderator asks the participants whether or not they know the tools. When they know them, the participants can propose improvements. When they do not know them, the moderator discusses the tools more elaborate and asks if the tools are useful or not.

The last questions of each focus group is ‘Which practical tools would you develop if you could?’ E.g. on which topic and which format. After this brainstorm, the moderator summarises what has been said and asks whether or not the participants have comments or extra questions.
4. ANALYSIS OF FOCUS GROUPS

Each focus group is recorded and a report is written (in Flemish; due to the native language of the participants). The participants received the report shortly after the focus group and had the opportunity to correct the report, if necessary.

We then analysed the reports of the three focus groups and compared the different analyses with each other. Below, we sum up our findings and start with general feedback and feedback by field which were made by most of the participants. Following this feedback, we also present our findings on crashes abroad and the possible practical tools.

4.1 GENERAL FINDINGS

Our general findings regarding information and support towards road traffic victims and their relatives are:

- **Search for information and support**
  
  Road traffic victims and relatives had to search for information and support themselves. The information and support was on the one hand not always given to the victims and relatives. On the other hand, the delivered or offered information by professionals was not always sufficient or elaborate enough. Some participants even experienced a lack of knowledge from professionals concerning different subjects (social benefits, other support than the support of their own service). Therefore, road victims and relatives felt that they did not get the help they needed or deserved. They also told us that their own search for information or support took a lot of energy from them and aggravated their emotional coping process of what happened.

- **The moment information is given**
  
  Sometimes the information and/or proposal of support came too early for the victims and their relatives. Some of the reasons are that they were not ready for it, they did not need the support at the time, ... Subsequently, the participants explained that it is important that information or support is repeated. But this was barely done in their situation. Repetition is therefore key for a good support of road traffic victims and their relatives.

- **The way information is delivered**
  
  When information is not always needed in first instance or remembered by the victims and their relatives, it might be necessary to be delivered at another time. The possibility to consult the information after it has been given, might thus be essential. So, not only oral information, but also information on paper can contribute to a good support for road victims and their relatives.

- **The clarity of information**
  
  Professionals often deliver the information in a technical manner which might be high-threshold and difficult to understand. It feels like they are talking to their colleagues or to professionals with the same background. Road victims and their relatives ask that professionals try to adapt the way information is given to the person who they are talking to and not use ‘professional or technical’ language. If ‘technical’ vocabulary is still neces-
sary, the professional should try to ‘translate’ it.

- **Communication between professionals**

Road traffic victims and their relatives encounter a lot of different professionals from different services. During the focus groups, they told us that these professionals do not communicate enough with each other. They would have liked that the different services talked more with each other to facilitate or improve the support. Also within the same services, road victims and relatives encountered a lack of information exchange between co-workers. This all leads to additional frustration and demands a lot of energy. Road victims and relatives had to repeat their story and questions every time they encounter a ‘new’ professional.

- **The maze of information and support**

Road traffic victims and their relatives told us that they need one professional/buddy who knows every organisation or the way to different services which offer the support they need. The many services and information sources make it difficult for them to find their way through the maze. They do not desire that professionals can answer every single question they have. But they do want someone who knows where to find the answers to their questions and someone who can explain and help them obtain their rights. In their opinion, ‘the gateway’ should be improved.

- **Cooperation between professionals**

Following this aspect, the participants stressed the importance of referral because they were not always referred to other services. They told us that they would have liked to be referred by a professional to the right service. Road victims and relatives will not always seek help or feel up to it. Therefore, services need to be proactive in informing road victims and their relatives. In other words, professionals should inform victims about the available support services without the latter asking for it. Additionally, they should keep in mind to also refer them to this support (for instance by giving the contact info of their client, with their permission, to another service).

- **Lack of knowledge about ABI**

The participants of the focus groups told us that there is a lack of knowledge amongst all professionals (and also general public) on Acquired Brain Injury (ABI). When professionals encounter a victim with ABI on the job, they often fear that they will do something wrong because of their lack of knowledge. Consequently, they refrain from offering a victim with ABI the necessary support. Not only specific information and support about ABI was not sufficiently delivered, but also general information.

- **Procedures and formalities after a crash**

In the aftermath of a crash, road victims and relatives often have to go through difficult procedures. These procedures are long and hard to understand. For instance, the administrative formalities and the allocation process about support from VAPH (Flemish Agency for People with Disabilities) and purchase of resources for people with a disability.

- **Individual engagement**

The participants in the project also shared good practices. As a side note, they remarked that individual en-
gagement from those specific professionals are at the heart of these examples. When they received the right information or were referred to other professionals, they found that it was due to the efforts of the professional who helped them. In their opinion, it cannot be generalised to a certain sector or organisation.

- **Estimation of the need for information**

The information that is given should be to the point and sufficient. This is crucial because too many details are not always necessary. Nonetheless, extensive information can be necessary when a topic becomes relevant in the trajectory of road victims and relatives. So, professionals should try to estimate which kind of information their ‘clients’ need and should start with to the point information and elaborate more when necessary.

- **Individualised information**

Every trajectory is unique and the needs can differ from one road victim or relative to another. Therefore, information should be adapted to the needs of a road victim or relative at the time that it is given.

### 4.2. FINDINGS PER FIELD

We also found important remarks on information and support given by professionals who work within a certain field. Below, we present findings on the medical field, insurance, police, psychosocial/psychological support, judicial field, health services, self-help groups, restorative justice services and media.

- **Medical field**

Victims and relatives were medically well attended by the medical and nursing staff. But further information and support was mostly absent. For example: a lack of recognition of their coping process, empathy, information about other services or aid, easy understandable information ... But what was lacking in every situation, was support that is necessary after a period in a hospital or rehabilitation centre. Returning home can often be seen as a new part in a trajectory of road victims. It can bring out new emotions or other aspects of a coping process (how to rebuild their lives, how to move on ...). But support and information on how to handle these other aspects were often missing. They needed to look for information and support themselves, which was not easy to do.

- **Insurance**

The participants were generally negative towards the information or support they received from insurance companies. They experienced a lack of flow of information (on update of case file, on what they need to do, ...). When information was given, it was often only very basic information and very limited. Some participants felt the need to change their lawyer, who supported them in name of the insurance company. Bereaved relatives noted that insurance companies need to be more aware on how they deliver information. The majority of the participants remarked that a lot of work needs to be done to improve the support from the insurance sector.

- **Police**

The participants stated that a police officer is often the first professional which a road traffic victim or their relatives might encounter. Police officers did not always give correct information. Bereaved relatives told us that they often received too much information from these professionals. They also said that, in most situations, the
bad news notification was not provided in a good manner. It was not entirely bad, but they missed empathy.

Besides the remarks mentioned above, no general conclusions can be made about this sector. Nonetheless, it became clear that barely any information was given about victim support services. Only two participants received information about these services and the possibility of a referral. Police officers still often use the term ‘victim support’ for their own service, while this support is rather limited and not the same as the support from ‘Victims Support Services’. An independent and free organisation offers victim support in Belgium. By using the term ‘victim support’ during their support, police officers cause confusion among victims and their relatives. Road victims and relatives do not know about the existence of the other services and believe that they received all the ‘victim support’ they can rely upon.

- **Psychosocial/psychological support**

This kind of support was not always offered. The participants told us that they had to find this support themselves. Furthermore, they expressed their expectation that each professional should have some social skills and should show empathy. But also that each professional should talk about the importance of psychosocial support and where to find it. The participants remarked that this support is not always wanted or needed in the beginning. Nevertheless, it might be necessary to receive it further down the aftermath of the crash. The participants also told us that this kind of support is often forgotten when it comes down to family members or partners, while it is very important for their coping process and their relationships.

- **Judicial field**

Bereaved relatives expressed that they experienced difficulties and discomfort due to the fact that their court meeting was held together with other cases. Almost every participant told us that delays within the judicial procedure are difficult for every involved party. These delays have a negative impact on the coping process of everyone involved.

- **Health services**

The participants remarked that they experienced a lack of information about possible benefits concerning health or resources.

- **Self-help groups**

The majority of the participants said that it was difficult to find information about these groups. Furthermore, they remarked that there are not enough self-help groups for road traffic victims. In Belgium, these groups are too specific. The participants suggested that there should either be a general self-help group for all road traffic victims or either more specific self-help groups.

- **Restorative justice**

Bereaved relatives stated that more information on restorative justice practices should be offered.

- **Media**

Only the bereaved relatives talked about this sector. They would have liked to have information on how to cope with the attention of the media.
4.3 OTHER FINDINGS

Two participants talked about the information and support they received after a crash abroad (in France). Due to the European nature of this project, we integrate the most important remark made by these participants. They stated that only limited information was given about the situation of the country of the crash (medical, kind of services to contact, ...). For victims of a crash abroad and their relatives, it might be helpful to receive a short instruction booklet to know what to do and who to contact.

Furthermore, we discussed several practical information tools at the end of each focus group and brainstormed about possible tools. Following feedback was given by the participants.

- Improve distribution

Most of the proposed tools were not known by the road traffic victims and their relatives. They remarked that there is not a lack of information or tools. But the distribution of the tools should be improved.

- Centralise information

All the participants noted that it is important to centralise the necessary information. They would like one place or platform to go to. This place or platform can then lead them to all the information on the different themes.

- Different formats

Another remark is the importance of delivering information through different formats. Information should not only be consulted online or only on paper. It should be both.

- Positive value of FAQ

All the participants were positive about the FAQ developed during the project. They think it is an excellent way to find basic information much quicker and find their way to other information. E.g. when you read the questions to look for certain information, the other questions might draw your attention to information on other aspects.
5. POSSIBLE PRACTICAL TOOLS

In this part of this document, we present existing practical tools that might be interesting to use or to distribute. Then we describe practical tools which were developed during the project. We explain the content and what we aim to do with these tools. But before presenting the practical tools, we discuss what is important with regard to informational tools and its development.

5.1 GENERAL ADVISE

The participants in the project made clear that we should be cautious in developing too much tools. They told us that they did not experience a lack of practical tools, but rather difficulties to find the tools. Consequently, we were advised to work more on the distribution than on the development of tools.

The participants also advised us to integrate the following aspects when we develop practical tools:

- Improve knowledge of professionals

Developing tools for road victims should not be the sole purpose. It is also important to improve the knowledge of professionals (about the existing support and services, about ABI, about the way they communicate with the target group, attention for relatives, …) and to stimulate them to offer important tools to victims and relatives.

- Improve referral and communication between services

The trajectory of road traffic victims is complex and, therefore, they have complex help questions. Road victims and their family need support from different professionals from different services, but they often need to find their way to this support themselves. A practical tool should help them find their way to the right support and also try to increase the referral by professionals. Following the previous comment, improving the knowledge of professionals, the tool should also encourage the professionals to talk about or refer to the other kind of support. Perhaps, the tools might cause professionals to contact each other in order to learn more about the support and how they can work together. This is one way in which the communication between services can be encouraged. Incorporating other ways to ameliorate interdisciplinary communication should also be an attention point in the development of tools.

- A high level of adaptability

Every trajectory of a road traffic victim is unique and, either way, implies contact with different professionals and fields. The help questions can therefore be very diverse and complex. A practical tool should, as much as possible, try to respond to this diversity, uniqueness and complexity. The adaptability thus is important. However, it is not always easy to develop flexible tools – for instance with regard to practical tools on paper.

- Improving the distribution of all interesting tools

Before creating a tool, thorough research should be conducted to make sure that a similar tool does not exist. When interesting tools were detected during the research, it is advisable to refer to them. The more a tool is
mentioned, the more it will get known. Consequently, the dissemination of that tool is improving. Making sure that professionals hand out a tool is thus something to work on.

- **Centralising information**

As mentioned before, a lot of informative practical tools already exist. Participants advised us that we should also try to integrate existing tools in our own tools. It might help with the distribution of the practical tools, but also simplifies the search for information that road victims and their relatives go through.

- **Different formats**

A couple of the presented tools are online tools. Participants pointed out that practical tools should also be delivered in different formats, if possible. Not everyone wants or can consult information online. So, it is important to try to produce the same tool in different formats (paper & online).

Some of the aforementioned aspects focus on the knowledge and skills of professionals. Consequently, besides developing practical tools, it can be helpful to develop and give trainings and workshops. Trainings can be developed with regard to the diversity, uniqueness and complexity of the trajectory of a road victim. It can clarify the trajectory, needs and help questions. Furthermore, specific trainings about Acquired Brain Injuries, complex insurance procedures, ... can be essential to improve the knowledge of professionals about certain topics. But also a workshop about relevant and important practical tools can be organised. In this way, professionals learn more about existing tools and might be more inclined to use them.

### 5.2 EXISTING PRACTICAL TOOLS

- **Practical guide of Rondpunt**

  Rondpunt vzw developed a practical guide with information on every aspect of the trajectory of road traffic victims. It contains basic information about the police, insurance, rehabilitation, medical and psychosocial aspects, ... Beside victims, also bereaved relatives, witnesses, offenders and professionals can find relevant information. The practical guide is available in different formats. It can be ordered on paper or consulted online on the webpage of Rondpunt. Rondpunt tries to keep the practical guide as up-to-date as possible and revises their guide with the help of everyone involved in a crash. The feedback from the people who used the guide is essential in improving the content of the practical guide.

  At this moment, this practical guide is found to be very useful by road victims, bereaved relatives, offenders and professionals. Therefore, we developed a blueprint of this guide within the EU project ‘Victims of road traffic offences’ to inspire other countries to develop their own practical guide.

- **Stuffed animal ‘Zeppe’**

  This stuffed animal is used by police officers or first responders during their contact with children after a crash. The aim of this ‘tool’ is to facilitate or ameliorate the communication with children (up to 12 years). Police officers or first responders try to communicate with this target group by using the stuffed animal. ‘Zeppe’ asks them how they are feeling and if they need something. Often it is easier for a child to communicate through
the stuffed animal after a shocking event. It makes it easier to express certain feelings and questions.

This tool does not deliver certain information, but it facilitates a way to deliver information to children who are victims, witnesses or relatives or for them to ask information from adults.

- **Victims choice website**
  https://victimschoice.org.uk/victims_rights

This website, developed by Supporting Justice, provides information on victim services across the UK and identifies specifically services available in a victims’ local area. Furthermore, it allows services to be reviewed by those who have used them. The website facilitates victims to find the right support and to make informed choices by knowing what is available and hearing the experiences of other victims. By entering the town/city or postcode, you can find the victim services located close to you. The website also delivers information about the rights of victims of crime. Although this is a tool that can only be used by UK citizens, this tool exists and might be an interesting example to develop similar tools.

- **Interactive tool about insurance and compensation**

With this tool a road traffic victim can learn more about the compensation for his/her physical injury as a consequence of a crash. By answering questions, the tool will give information on which insurance you should consult and how the physical injury will be compensated. Asutralia, a professional association of insurance companies in Belgium, developed this tool to offer some clarity in a complicated matter.

The different compensation mechanisms and the matter of accountability can make it difficult for victims and their relatives to know what to do or who to talk to. This tool offers them a first insight in the matter, but the answers cannot be seen as individual advice. This guide was valued by the participants of the focus group as very informative and a great initiative.
After a crash, road traffic victims have to go through many administrative proceedings in order to receive a compensation by the insurance company. These proceedings can be complex and difficult to cope with. Therefore, Assuralia offers some standardised documents to simplify this. When a road traffic victim or bereaved relative completes a document and receives a similar document to complete, he/she can hand out a copy of this standardised document. Consequently, they only have to fill out this kind of documents once. Also for the insurer, it has its advantages. They can consult the necessary information much faster.

Assuralia developed these documents in English, French, German and Dutch. The following documents can be found online:
- Checklist of key documents in the event of injury;
- Questionnaire providing general information in the event of injury;
- Checklist of key documents in the event of death;
- Questionnaire providing general information in the event of death;
- Medical Certificate to be completed by a doctor;
- Medical Expenses Certificate to be completed by the doctor and the mutual health-insurance provider (mutualité/mutualiteit);
- Medical Expenses form;
- Certificate from employer confirming loss of income;
- Form detailing travel expenses and parking charges.


After being involved in a crash, a road traffic victim might make use of health care. In case of a crash in a European Union member state, all EU citizens are entitled to receive the same rights to health care as those insured in the country were the crash happened. The entitlement to these rights is proven when a **European Health Insurance Card (EHIC)** is shown.

A European Health Insurance Card provides access to medically necessary public healthcare within the European Union and it simplifies administration and reimbursement. The health insurer delivers this card free of charge. In some countries citizens need to apply for the EHIC, whereas in other countries it is handed out along with the national health card. To learn more about EHIC in a specific country, the European Union developed a website on which a citizen can select their country to find information on their specific situation or to select another European member state to learn about the situation in another country.

The European Union have also developed an app for your smartphone which offers a guide on how to use the European Health Insurance Card in the 28 EU-countries, Iceland, Liechtenstein, Norway and Switzerland. It supplies information on emergency phone numbers, treatments covered and costs and how to claim reimbursement. ([https://www.microsoft.com/en-gb/p/european-health-insurance-card/9nblggh088vj?active-tab=pivotoverviewtab](https://www.microsoft.com/en-gb/p/european-health-insurance-card/9nblggh088vj?active-tab=pivotoverviewtab) )
This leaflet provides a step-by-step guide to what you should do if you are involved in a road crash while travelling abroad. It is developed by Insurance Europe which is the European insurance and reinsurance federation. It entails concise and the most necessary information and advice on what to do after a crash abroad regarding the administrative level. Several website links of different important organisations, on which elaborated info can be found, are integrated. This practical tool is very useful due to the brief and quick overview of the information and the referral to other organisation. The information of this leaflet is integrated in the practical tool ‘What after a crash abroad?’, which has been developed during the project ‘Victims of road traffic offences’ (see chapter 5.3 ‘Practical tools we developed during the project’).

A road victim can be injured after a collision and a settlement about compensation might occur. In order to assess the injuries and, consequently, the compensation, a consulting physician will be appointed by the insurance company. Within our organisation we receive a lot of questions from road victims and family members about the role of such a physician. More specifically they ask us what a consulting physician does, when does such a physician get involved and which rights does a patient have during the medical examination. In this leaflet of Assuralia, a professional association of insurance companies, all these questions are answered in a brief manner. This leaflet is important due to the information about an underexposed topic in the available information for road victims.

Victim Support the Netherlands offers emotional support and support during the judicial proceedings and proceedings regarding compensation to victims of crime, road traffic crashes and disasters. On their website, they offer general information about different important topics (such as coping process, help from professionals or peers, compensation and judicial proceedings). Furthermore, they also make it possible for the visitors to look up information which is more specifically related to what has happened to them.

A victim of fraud, violence, theft, burglary, sexual abuse, discrimination, vandalism, … can find information that is directly related to what they experienced or the needs that occur after these specific crimes. When a road victim consults this website, (s)he can select the way in which (s)he got involved in the crash. The visitor can specify what has happened by selecting whether (s)he was involved in a crash as pedestrian, by car, by bicycle,…
Information that is tailored to the specific situation and needs is something that victims are looking for and ask of practical tools. The information or the support is not the same for each victim of crime or road victim. Therefore, a practical tool should adapt the information as much as possible to the specific situation and needs.

5.3 PRACTICAL TOOLS WE DEVELOPED DURING THE PROJECT

- FAQ answers

After analysing the database on the help questions Rondpunt received and the website statistics, we composed a list of frequently asked questions. The information to answer these questions can be found in the practical guide and website of Rondpunt. Due to the remark of the participants that information should be delivered briefly and in an easy understandable way, answering these FAQ’s could be a way to meet these needs. The current information offered in the guide and on the website is rather extensive. With the answers on the FAQ we want to deliver a shorter version with reference to the pages were extra information can be found.

Furthermore, we added an extra aspect to this tool. Besides the written version, we also developed short videos where someone from our team explained the answer to the question. The videos were spread via our social media channels (Facebook and Twitter) and website. The aim of the videos is to give an alternative to all the written information. Some people prefer to hear the explanation to reading. Also, the aspect that someone from the team who is specialised on the matter explained the information, lend more weight.
Booklet ‘What after a crash abroad?’

Some of the participants in the focus groups were victims of road crashes in Europe. They said that they had to look for information themselves. Due to the fact that another country is involved and therefore other rules and languages apply, the search for the right information is more complex and difficult. They suggested to receive a kind of introduction booklet on what to do after a crash abroad.

During research on possible tools about this, we found a lot of tools about a certain aspect on what to do after a crash in Europe. These tools (website, brochures, search engines, …) are very informative and discuss the specific matter in detail. Therefore, we wanted to develop a booklet which briefly informs road traffic victims and their relatives about each aspect after a crash and direct them to the existing tools with more information. This booklet tries to meet the need to link existing tools and offer information on all the aspects in a short way.

With the format of the booklet, we also want to answer the need to adapt a tool. The booklet exists of a binder with separate pages and the possibility to add information which is specific to the actual car crash. E.g. space to add your own documents on the crash (police report, letters of insurance, …) and to write down important information a victim or relative needs during communication with services. We also added the rights a victim of a road traffic offence has thanks to the EU Directive 2012/29.

Contact cards

Another thing that became clear during the focus groups and research of the help questions asked by road traffic victims and relatives to Rondpunt, is the fact that the target group encounters a lot of different professionals. During these contacts, it is not always clear who can help them with what. Furthermore, this can cause confusion amongst the target group about the support they can receive and received (e.g. victim support from the police or a non-profit organisation in Belgium). With the contact cards we want to offer an overview of possible services they might encounter or need.

The first card in the set of contact cards explains the aim of the tool: to inform everyone involved after a crash which support exists and where to find it. At the back the user can find different explanatory symbols that can be found on each contact card. We added icons to quickly point out which kind of support this service offers (psychosocial support, legal and insurance assistance, contact with fellow-sufferers and medical care) and if this support is free or not.

Following this ‘introduction card’, the users can consult different contact cards of different support services. At the front side of each contact card, the name of the service is mentioned together with one or several explanatory symbols. On the back side of the cards, a short description of what this service can do for a road traffic
The aim of this tool is to help road traffic victims through their trajectory and direct them better to the right services. But this tool can also be used during contacts with professionals. The personal contact cards of a professional can be added behind the contact card which explains the service (s)he is working at. Also, a professional can consult the tool to find the right service for the help question of a road traffic victim with his/her client. This can help to ameliorate referral and cooperation, but might also help to improve the knowledge of professionals about other services.

We have developed a Belgian version, but also a European version. The contact cards tool is easy to adapt when something changes or easy to add information/services. For each service which might be missing, you can easily develop a contact card yourself. When the task, name or contact info of a service changes, you can adjust one of the cards without having to reprint the whole tool.

- Rights leaflet and webpage ‘Your rights after a road traffic offence’

In the leaflet and on the webpage victims of road traffic offences and bereaved relatives can find information about their rights. We offer a definition and mention the legal framework, namely the 2012 EU Directive on the minimum standards on the rights, support and protection of victims of crime. Furthermore, we divided the information regarding the rights in different topics. The topics are rights regarding information, support, protection, translation, compensation and personal belongings. The last topic offers information on the rights road victims have after a crash abroad.

We included the ‘Directive 2012/29/EU of the European Parliament and the Council’ of 25 October 2012, which can be downloaded on the webpage.
Road victims and bereaved relatives endure an often long and difficult trajectory after a road crash. They meet different professionals and experience a lack of knowledge about other services and a lack of cooperation between professionals. One of the ways we think this ‘problem’ can be tackled, is by organising a workshop or training for professionals involved in the trajectory of road victims and bereaved relatives. Professionals from one service or from different services can follow the workshop.

It entails an interactive discussion on the different possible services which can appear or can be involved in the support. First, we ask the participants to draw up a possible trajectory with services (which services are involved and in which order). The participants start with a big whiteboard and different blank notes and develop a trajectory together on the board. Secondly, we discuss which services might be missing from the trajectory drawn up by the participants and ask what the role is of these missing services in the trajectory of a road victim. This is discussed for the purpose of referral and cooperation. During this interactive session, the facilitator integrates examples which show the importance of individual engagement of professionals and their guidance throughout the trajectory.

At the end of the session, more information about interdisciplinary cooperation can be discussed. E.g. what is interdisciplinary cooperation, how can interdisciplinary cooperation be initiated, what can be the benefits and challenges when you want to start working in an interdisciplinary way, ... On this topic, the report and blueprint on interdisciplinary cooperation can be included as important reading material for the participants.
6. CONCLUSION

A practical tool is an instrument that gives information which someone can use in their own situation. With this document, we give a first insight in practical tools that already exist. This overview is not exhaustive and the tools were selected based on criteria deducted from focus groups we held with road victims and bereaved relatives.

A few existing tools that we present in this document are the practical guide of Rondpunt, stuffed animal ‘Zeppe’, the Victims Choice website, an interactive tool about insurance and compensation, standardised documents concerning psychical injury after a crash, online tools with information about the use of European Health Insurance Card, a leaflet on the administrative aspect after a crash abroad, a leaflet on the role of a consulting physician and the website from Victim Support the Netherlands. Furthermore, we discuss five practical tools that we developed within the project: FAQ answers, a brochure on every aspect after a crash abroad, contact cards, a training for professionals on the trajectory of road victims and a rights leaflet and webpage.

The abovementioned practical tools are perceived as good practices because they try to centralise information and are available in different formats (online or on paper). Furthermore, when practical tools improve the knowledge, referral and communication between professionals, they are deemed to be a good tool.

Additionally, we discovered that information should be offered by professionals and repeated throughout the trajectory. The given information should be clear, to the point, sufficient, individualised and ‘translated’ in order for non-professionals to understand what is said. Topics on which practical tools should be developed are e.g. Acquired Brain Injury (ABI), procedures and formalities after the crash, life during and after rehabilitation, possible benefits concerning health or resources, attention of the media, crashes abroad and possible support (psychosocial, self-help, restorative justice). But most importantly, we should keep in mind not only to create tools but also to work on the distribution.
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Project partners
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Rondpunt vzw, Centre of expertise and ally after a road traffic crash

Associate partners
Victim Support Europe
European Federation of Road Traffic Victims
European Forum for Restorative Justice

Information on the project: www.rondpunt.be

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