

# Brake's helpline service

Brake's helpline officers are trained professionals who support people directly affected by road death and injury as well as professionals, like you, who work with them. Brake's [literature](#) and quality accredited [helpline](#) offer a combination of **emotional support and practical help and information**, through which we offer essential comfort in the immediate aftermath of a crash, as well as ongoing needs-centred assistance through the practical and emotional turmoil that follows:

- **Providing a listening ear, so callers can talk about what they are going through, and providing advice on how to cope with the terrible shock and trauma.** Our helpline officers are trained and experienced in providing emotional support to people directly affected by road death and serious injury. We don't provide counselling but we can help individuals to access counselling or other forms of treatment and support that might be helpful to them, through their GP and other routes. This can be particularly helpful if there are limitations on your time and remit in this area.
- **Helping victims to access expert specialist legal support.** Families experiencing bereavement and injury following a road crash can find it helpful to seek legal support for a number of different reasons, such as dealing with probate issues, or help with financial concerns, for example if someone who contributed to the household income has died or if there are long-term care and rehabilitation needs after a serious injury. Our helpline officers can provide information about seeking legal support and advice. Our webpage on [Finding appropriate legal support and advice](#) provides further information.
- **Helping those affected to understand procedures, such as inquests and criminal trials.** We can talk you, or your client, through any complex procedures and answer questions, or talk to someone on your client's behalf to get answers.
- **Liaising with officials on behalf of those affected so their voice can be heard.** If your client needs help making something happen then we 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 help getting permission for a roadside memorial.
- **Putting those affected in touch with other support.** We can also put your clients in touch with other agencies providing specialist and/or face to face support, according to their needs.

## How to make a referral to Brake

After discussing with a road crash victim the support that Brake can provide (see [brake.org.uk/support](https://brake.org.uk/support) for more info), there are two ways for them to request our help:

- They can contact us directly by calling **0808 8000 401** (Monday-Friday, 10am-4pm) or emailing [helpline@brake.org.uk](mailto: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 direct contact with them** within our opening hours. Before we can make contact, we need an assurance from you that permission has been gained from the victim and they are expecting to hear from us.



# Brake's helpline service is kindly supported by:

## Government departments:

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## Police and Crime Commissioners:

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