College of Policing | Leadership Standards Performance

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20 October 2026

Forgotten victims: Barriers to justice following a road traffic collision

Dear Claire,

Thank you for your letters of 6 August 2026 and 13 October 2026. I apologise that we missed the original deadline of 8 October 2026 and for the delay in responding. I welcome the opportunity to provide an update on the action taken in response to the recommendations contained within **Forgotten Victims: Barriers to Justice Following a Road Traffic Collision**

I recognise the importance of ensuring that investigations into road deaths and serious injury collisions are conducted by appropriately trained and accredited personnel, and that victims and their families receive a professional and supportive service throughout the process.

In response to Recommendation 1, I can confirm that the recommendation has been delivered through changes to the Professionalising Investigation Programme (PIP). Since 2023, PIP policy has required that those investigating deaths and serious injuries on the road within serious collision investigation units are PIP 2 accredited and have completed an additional roads policing investigation module. This work included the development of transitional arrangements for existing investigators and the introduction of the supplementary roads policing module. These changes strengthen investigative capability and support forces in delivering a professional service to victims and their families following road death and serious injury collisions.

In relation to Recommendation 3, the College is currently scoping a comprehensive review of learning and development for Family Liaison Officers (FLOs), including the requirements of

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officers undertaking road death family liaison roles. Subject to completion of this scoping work, we intend to begin the work in 2027.

Jo Taylor [redacted], our Policing Standards Manager for Investigations, is leading this work. Jo will be your main point of contact whilst this work progresses.

I trust this update is helpful and demonstrates the action the College has taken, and continues to take, in response to the recommendations.

Yours sincerely



Jo Noakes
Chief Executive Officer
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[redacted]
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