Department for Transport

From the Parliamentary
Under Secretary of State
Justin Madders MP

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Claire Waxman OBE
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8 October 2026

Dear Claire,

Thank you for your letter of 6 August to the Secretary of State and for sharing an advance copy of your report, Forgotten Victims: Barriers to Justice Following a Road Traffic Collision. I am responding on behalf of the Secretary of State as the Minister for Roads.

I am grateful for the considerable work undertaken by you and your office in compiling this report and for highlighting the experiences of victims and bereaved families following criminal road traffic collisions. The findings and recommendations make an important contribution to our understanding of the challenges victims may face when seeking information, support and justice.

I note that recommendations 2 relating to roads policing, 4 relating to support services for road traffic collision victims and 6 relating to guidance on compensation and civil claims processes in your report are directed to the Department for Transport and require a formal response under section 49A of the Victims and Prisoners Act 2024. I am responding with the Department for Transport's response within the statutory 56-day period following publication of the report.

Regarding recommendation 2 that the Home Secretary and/or Secretary of State for Transport should commission HM Chief Inspector of Constabulary under s54 powers to undertake a thematic inspection of roads policing, focusing on fatal and serious RTC investigations, including the victim experience, quality of Family Liaison Officers and the use of 'not to drive' bail conditions, and assessing progress against its 2020 'Roads Policing – Not optional' recommendations.

In response I note that the Home Office is leading on this matter and I would signpost you to the joint response to this recommendation in their letter, which has my full support.

Turning to recommendation 4 that the Department for Transport, in partnership with the Ministry of Justice, should ensure sustained and adequate funding for support services for victims of RTCs, including those where a collision has not yet been recorded as a crime.

The Government is committed to supporting victims of road traffic offences and ensuring their needs are properly considered across the criminal justice system. As set out in the Road Safety Strategy, published in January, support for road collision victims forms part of post-crash response, the fifth pillar of the Safe System approach.

The Strategy sets ambitious targets to reduce the number of people killed or seriously injured on British roads by 65% by 2035, rising to 70% for children under 16. It also recognises the importance of both immediate and longer-term support for those affected by road traffic collisions.

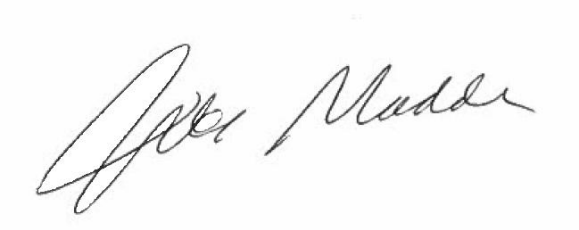
The Department for Transport recognises the Ministry of Justice's lead role in Government on policy and support for victims of crime, including victims of road traffic collisions where a criminal offence has been committed. The Department also recognises the important role of Police and Crime Commissioners (PCCs) in commissioning and providing funding for support services according to local need.

In April, the former Minister for Local Transport wrote to the lead PCCs for roads policing and transport, encouraging all PCCs to consider what they are doing to support road collision victims within their local areas and whether they could go further in their support with consideration of the findings in the report that the Department published in November 2025. This report examined the post-collision victim support landscape in England and Wales, including the scale and nature of victims' support needs and the services currently available through existing support organisations.

Finally at recommendation 6 you have stated that the Ministry of Justice and Department for Transport should develop and publish clear, accessible guidance for victims of RTCs on compensation and civil claims processes. The guidance should be developed in consultation with specialist services and should be accessible to victims and to those agencies supporting victims. In response I note that the Ministry of Justice is the lead government department for this matter and I would signpost you to their response to this recommendation to which we have no further comments.

Thank you again for your work in this important area and the opportunity to respond to you on the recommendations directed to my department.

Yours sincerely,



JUSTIN MADDERS MP

MINISTER FOR ROADS