

Brake's helpline service

Brake's helpline is a quality accredited, freephone support service, providing information and advocacy, emotional support and a listening ear. Calls are confidential and there is no time limit to our support.

The Brake support team understands that every road crash is different, every caller is an individual and each set of circumstances is uniquely painful, and we tailor our support according to your needs. Our over-riding aim is to help you to feel able to cope, emotionally and practically, in the aftermath of the crash and as you adjust to your new reality. Brake's helpline officers are trained professionals who can support you in different ways depending on your needs. This includes:

- **Providing a listening ear, so you can talk about what you are going through, and we can provide advice on how to cope with the terrible shock and trauma of road death or injury.** We are here to help, even if that just means listening to you and explaining that what you are feeling is normal. We can also help you to identify if you are at a stage where face to face therapy or some other form of treatment might be helpful to you, and help you to obtain that support in your community through your GP or other routes.
- **Helping you understand procedures, such as inquests and criminal trials.** We can talk through any complex procedures and answer your questions, or talk to someone on your behalf to get answers.
- **Liaising with officials on your behalf so your voice can be heard.** If you need any help making something happen then we can be an advocate on your behalf. For example, you might need some home help for a child or elderly dependent, or you might want a meeting with a criminal prosecutor, or help getting permission for a roadside memorial.
- **Helping you to access expert specialist legal support.** Families experiencing bereavement and serious 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. Our helpline officers can provide information about seeking legal support and advice. Our webpage on [Finding appropriate legal support and advice](#) provides further information.
- **Putting you in touch with other support.** We can also put you in touch with other agencies providing specialist and/or face to face support, according to your needs. This could be nationally or locally.

If you would like emotional support, or want to discuss how we can help with anything mentioned above, please contact us (Monday to Friday, 10am-4pm) on:

0808 8000 401
or
helpline@brake.org.uk



Brake's helpline service is kindly supported by:

Government departments:



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