

FREQUENTLY ASKED QUESTIONS

Q. What happens when a collision occurs on a road or public place?

To comply with the law a driver **MUST** stop and then all drivers **MUST** exchange names, addresses, registration numbers and vehicle owner details. This includes giving details to anyone with a reasonable reason for requiring them such as the owner of property that has been damaged. Information regarding insurance must also be given if someone has been injured. If details are not exchanged the collision **MUST** be reported to police as soon as possible and within 24 hours.

Q. Do the police attend every collision?

The police do not routinely attend collisions which do not involve an injury. The police will only attend those non-injury collisions where there is a need to, e.g. traffic congestion. If the police do not attend **no** further details will be recorded about your incident and there will be **no** investigation. You should contact your insurers to progress any claim.

Q. What happens if the police do attend?

The nature and seriousness of the collision will determine how involved the police will become. If the police attend the scene, it does not automatically mean a report will be made. Officers will prioritise their actions, ensure medical assistance, manage traffic flow and when necessary, arrange for the recovery of vehicles. Police complete a report in the following circumstances - when someone is injured in a collision; a driver does not stop or fails to exchange details; where court proceedings may be taken against someone. An investigation will take place to find out what caused the collision and whether any offences have been committed.

Q. Is there always a prosecution?

Not necessarily. The circumstances of the incident will be subject to an investigation and a decision to prosecute is part of that investigation. There must be clear evidence of an offence such as bad driving, etc. The Crown Prosecution Service will review the evidence if a prosecution is being considered.

Where certain criteria are met and as an alternative to prosecution, where drivers may be fined and receive penalty points, the driver may be offered a Driver Improvement Scheme, which aims to educate drivers by means of refresher training. In other cases, after a review of the evidence, no further action may be taken against any driver.

Q. Will I have to make a written statement?

You may be asked to make one at the scene but in cases being considered for prosecution you will be sent a form. This should be fully completed with each page signed and returned in the pre-paid envelope provided. This does not automatically mean that someone will be prosecuted or that you will have to attend court. If it is necessary you will be contacted again with more details after you have returned the form.

Q. Will I be informed of the result of the police enquiry?

If **no** report is being completed, the officer will tell you this at the time. If a report **is** completed, the investigating officer or the Justice Support Unit will keep you updated with any significant developments. You may contact the officer in the case at any time, or alternatively, contact the Justice Support Unit, should the officer be unavailable. You **will be** notified of the result of the investigation.

Q. What about recovery of my vehicle?

Due to the danger that a damaged vehicle poses to other road users, the police will usually require that it be removed as soon as possible. It is your responsibility to do so and it will be at your cost. The police can assist in recovery if you require this. If you choose to leave your car by the side of the road, then the police may require its removal anyway. A police appointed recovery agent will do this and it will be taken to their secure compound. You **will** be liable for the cost.

Q. What if the police have recovered my vehicle?

The police may recover your vehicle either because it is causing a danger to other road users, is an obstruction, or because there may be a defect that could have caused the collision. You will be told where your vehicle has been taken to and when you can have it back. You **will** be liable for the cost.

Q. Do I have to tell my insurance company of the collision?

Most, if not all, insurance policies state that the insured must notify them of any collision in which they are involved, whether or not a claim is to be made. If you do make a claim your insurers will want certain information and once the sections in this leaflet are completed you will have most of the details they require.

Q. Can I have my vehicle repaired straight away?

You should check with your insurance company about this as they may wish to send an insurance damage assessor to inspect the vehicle prior to its repair. Unless the damage is very minor it is sensible to have qualified experts examine your vehicle before you drive it again, just in case there is damage which might compromise yours and others safety.

Q. What if the driver is not insured?

If you have been injured or suffered loss or damage to property as a result of a collision, you will normally be able to claim compensation. Occasionally, a court may order compensation but a claim will ordinarily be payable under the terms of the insurance contract. However, if the other driver has no insurance or cannot be traced then you may be able to make a claim to the Motor Insurers' Bureau, which offers a special scheme to protect people in this situation.

Should you wish to make a claim, application forms can be obtained from:

The Motor Insurers' Bureau,
6-12, Linford Wood House,
Capital Drive,
Linford Wood, Milton Keynes, MK14 6XT
Tel: 01908 830001 or log on to: www.mib.org.uk

Q. If anyone is injured and taken to the hospital, is there a charge?

The Health Authority could make a charge for providing treatment at collisions if a compensation claim is made, but this will normally go through your insurance company.

The Media

West Mercia Police has an open and informative approach to the media. Any decision to release information about a collision is taken on a case by case basis. Details can be released to the media, but where there has been a loss of life as a result of a collision, information would only be released after consultation with the informed next of kin. It is worth noting that once an inquest has been opened these details are then a matter of public record.

This document is available in large print and other formats, please contact Publishing on 01905 331661 for more information.

**Designed and printed by the Publishing Section,
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THIS FORM IS NOT A REPLACEMENT FOR ANY OFFICIAL POLICE RECORD

Record information about your collision as soon as possible to make sure it is accurate.

1. Note of other vehicle/property involved

Reg No:
Colour:
Make/Model:
Driver:
Address:

Injuries:
Owner:
Address:

Insurance Co:
Certificate No:

2. Note of other vehicle/property involved

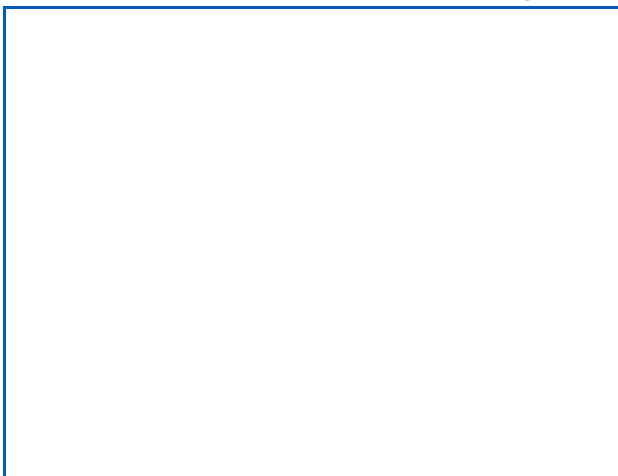
Reg No:
Colour:
Make/Model:
Driver:
Address:

Injuries:
Owner:
Address:

Insurance Co:
Certificate No:

Insert Witness details:
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Make a sketch of the scene and take a photograph:



Any other information: (description of collision, the scene, weather, road and traffic conditions, damage to vehicles, etc)

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Name of Recovery Agent, address and contact number:
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Further help:

To start with, use the expertise of the police at the scene. Although they are not able to give legal advice, which should be independently sought if required, they are there to help at the time of the collision and afterwards. We can also put you in touch with other people if necessary who can assist.

VICTIM SUPPORT
Tel: 0845 30 30 900 – www.victimsupport.org

BRAKE - Help for Road Crash Victims
Tel: 0845 603 8570 – www.brake.org.uk

ROAD PEACE - National Road Traffic Helpline
Tel: 0845 4500 355 – www.roadpeace.org

SCARD - Support and Care after Road Death and Injury
Tel: 0845 123 5542 – www.scard.org.uk

policing
west mercia

ROAD COLLISIONS
ADVICE & INFORMATION

This leaflet is designed to answer questions most frequently asked by people involved in road traffic collisions.

A police officer/member of staff will complete this first page for you.

Police Incident Number/OIS Ref:

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(please quote in enquiries)

Time & Date of Collision:

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Location of Collision:

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**Police Officer attending the scene/
Member of Staff recording:**

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Was a collision report completed? Yes No

If **yes**, the report will be sent to Justice Support Unit at: (please circle)

Telford / Shrewsbury / Redditch /

Malvern / Kidderminster / Hereford

Contact Number: 0300 333 3000



West Mercia
POLICE



SERVING - PROTECTING - MAKING THE DIFFERENCE