

37

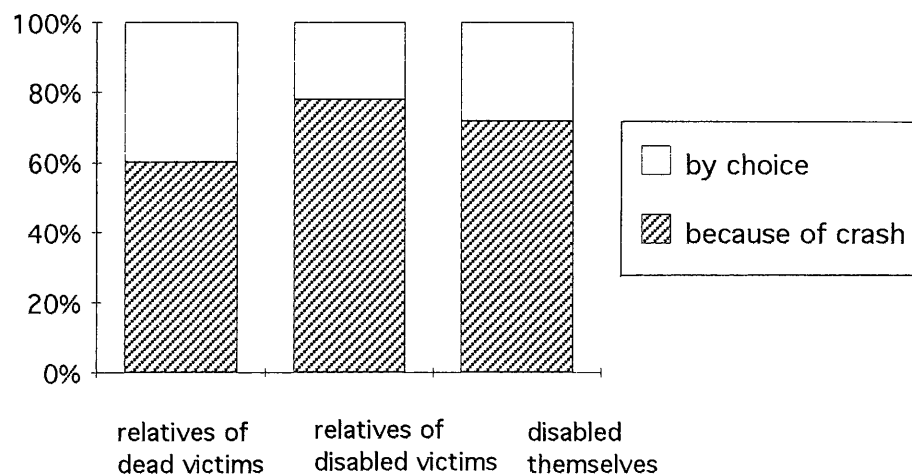
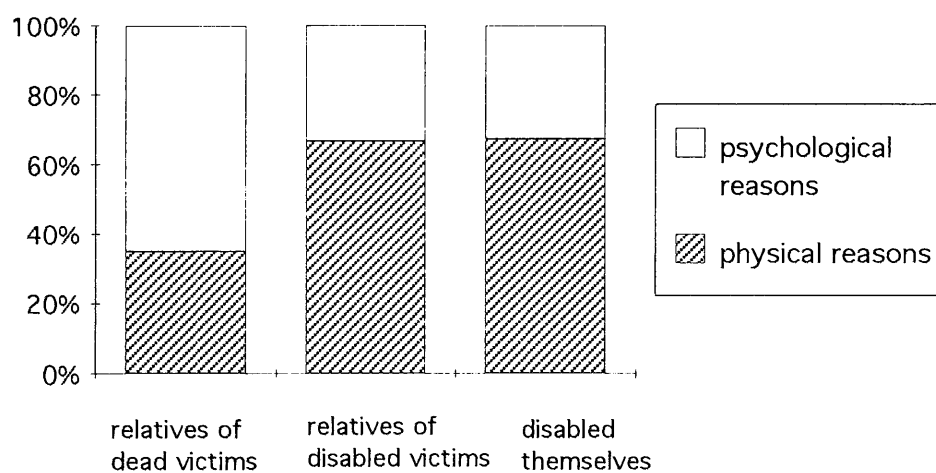
Occupation changed

	relatives of % dead victims	relatives of disabled victims	disabled themselves
because of crash	60	78	72
by choice	40	22	28

38

Work lost for

	relatives of % dead victims	relatives of disabled victims	disabled themselves
physical reasons	35	67	67
psychological reasons	65	33	33

Fig. 37**Occupation changed****Fig. 38****Work lost for**

EUROPE

39

Number of records

	U. Kingdom	Belgium	France	Luxembourg	Italy	Switzerland	Greece	Germany	Netherland	EUROPE
relatives of dead victims	275	102	313	11	44	31	3	14	11	804
disabled (relatives - themselves)	46	37	131	8	32	42	27	93	144	560

40

At least one adequate initial support relatives of dead victims

%	Germany	France	U. Kingdom	Belgium	Italy	Switzerland	EUROPE
no	29	26	24	19	10	4	22
yes	71	74	76	81	90	96	78

disabled (relatives - themselves)

%	U. Kingdom	Germany	France	Italy	Netherland	Belgium	Switzerland	EUROPE
no	37	19	17	16	13	6	6	16
yes	63	81	83	84	87	94	94	84

41

Best initial support from: relatives of dead victims

%	*Luxembourg	Belgium	Switzerland	U. Kingdom	Italy	France	Germany	EUROPE
police	80	65	77	54	61	54	80	58
emergency service	70	65	65	66	55	53	40	60
welfare/hospital staff	60	66	54	56	55	33	20	47
mortuary staff	80	59	100	57	63	54	80	59
coroner	0	19	54	44	24	11	0	26

disabled (relatives - themselves)

%	Switzerland	*Greece	Belgium	*Luxembourg	France	Germany	Netherland	Italy	EUROPE
police	87	65	56	40	67	73	67	62	67
emergency service	93	87	100	100	87	74	65	27	77
welfare/hospital staff	90	83	74	80	56	62	73	73	69
coroner	13	0	26	0	10	10	0	38	12

Fig. 39

Number of records

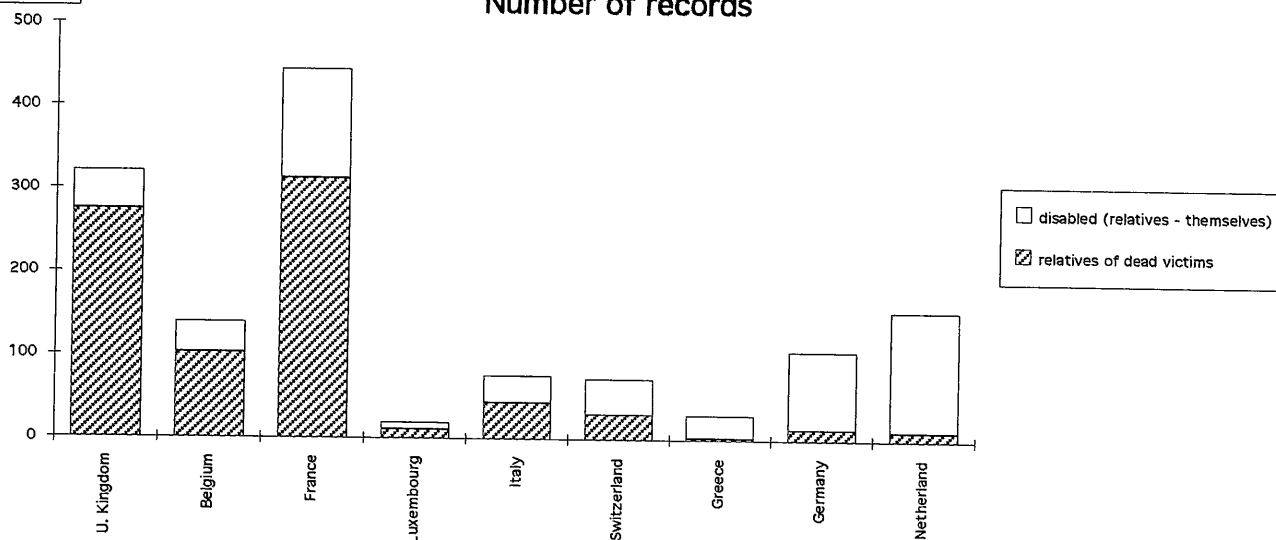


Fig. 40

At least one adequate initial support

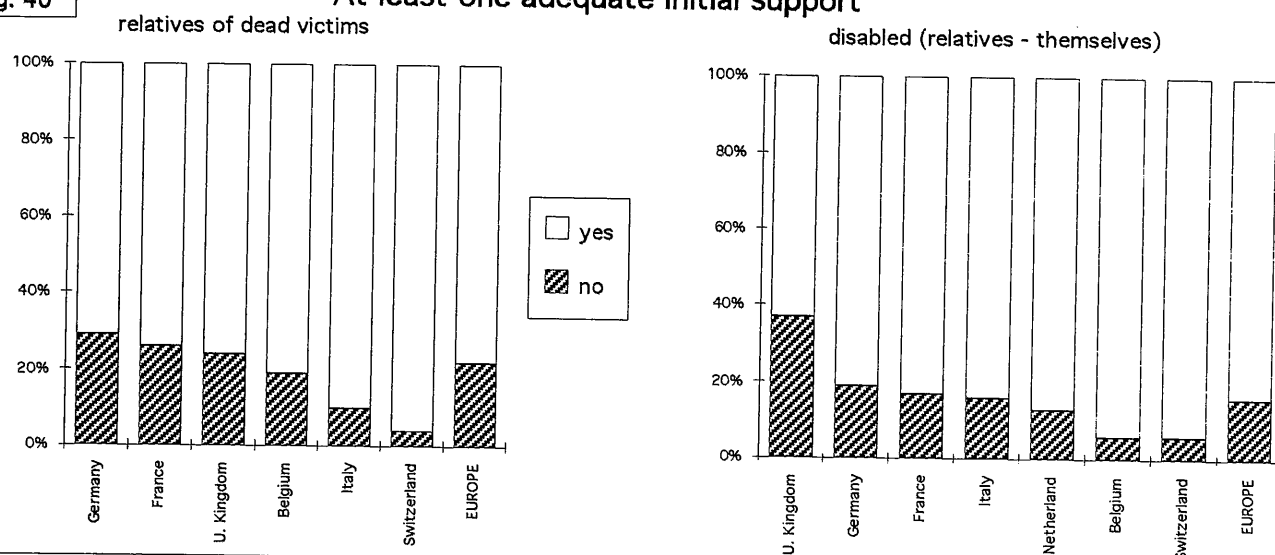
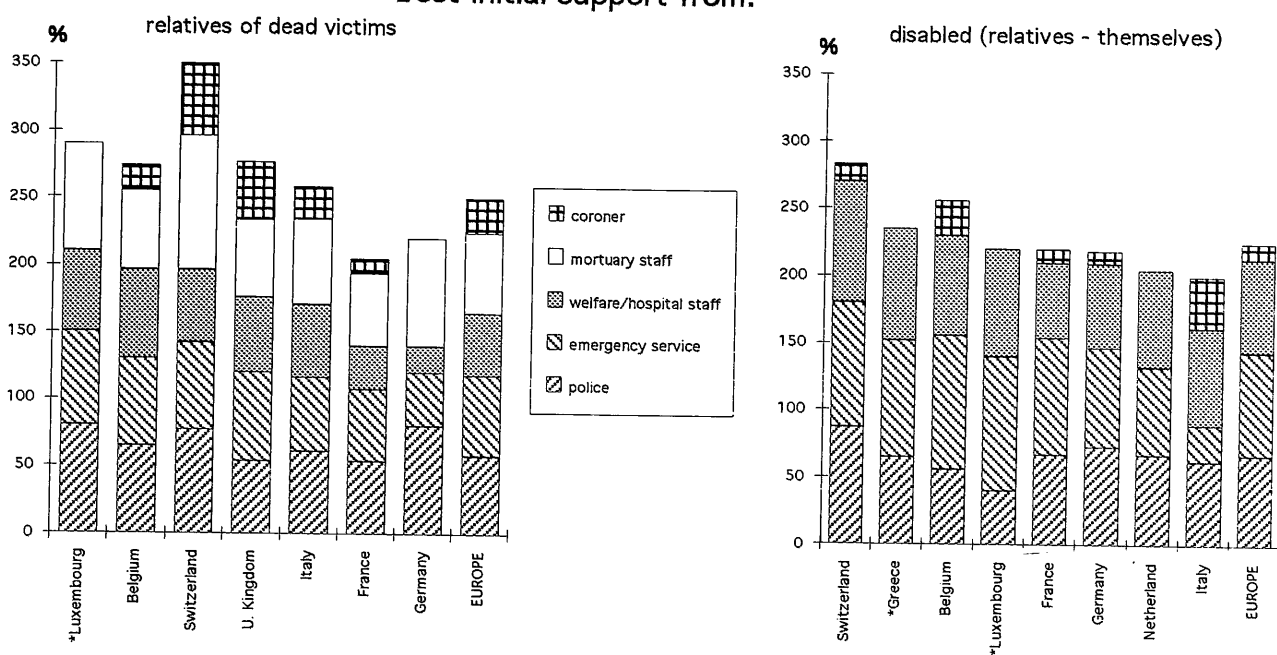


Fig. 41

Best initial support from:



EUROPE

42 Approached for organ donation relatives of dead victims

%	Belgium	Italy	France	U. Kingdom	Switzerland	EUROPE
no	95	94	93	85	83	90
yes	5	6	7	15	17	10

43 Informed about legal rights relatives of dead victims

%	Belgium	France	Switzerland	U. Kingdom	Italy	EUROPE
no	93	93	92	89	83	91
yes	7	7	8	11	17	9

disabled (relatives - themselves)

%	Belgium	France	U. Kingdom	*Greece	Germany	Netherland	Italy	Switzerland	EUROPE
no	87	84	84	81	79	74	73	55	78
yes	13	16	16	19	21	26	27	45	22

44 Informed about helping organization relatives of dead victims

%	Italy	Switzerland	Belgium	U. Kingdom	France	EUROPE
no	97	92	88	88	80	86
yes	3	8	12	12	20	14

disabled (relatives - themselves)

%	Belgium	Italy	*Greece	Germany	U. Kingdom	Netherland	Switzerland	France	EUROPE
no	100	96	95	94	81	79	78	74	85
yes	0	4	5	6	19	21	22	26	15

Fig. 42

Approached for organ donation

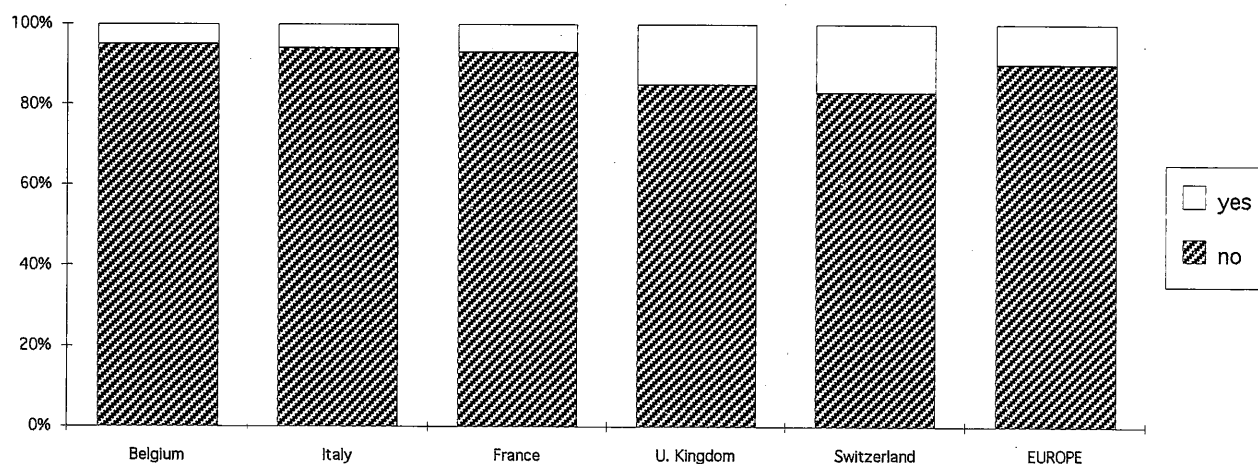
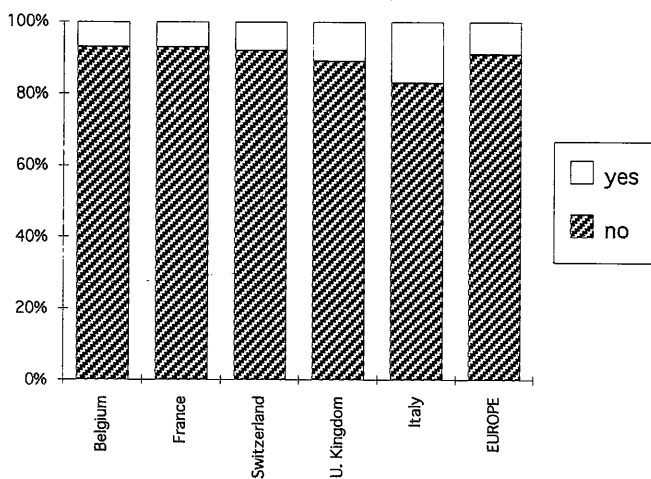


Fig. 43

Informed about legal rights

relatives of dead victims



disabled (relatives - themselves)

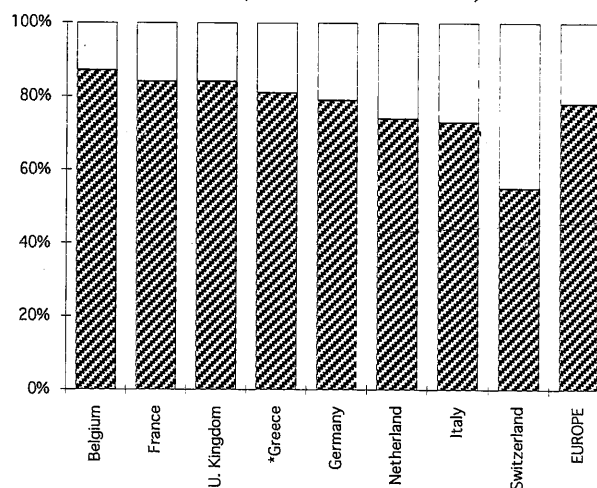
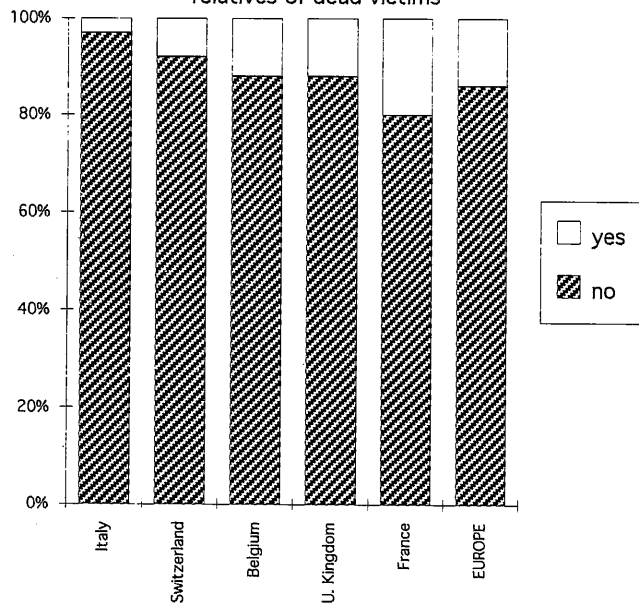


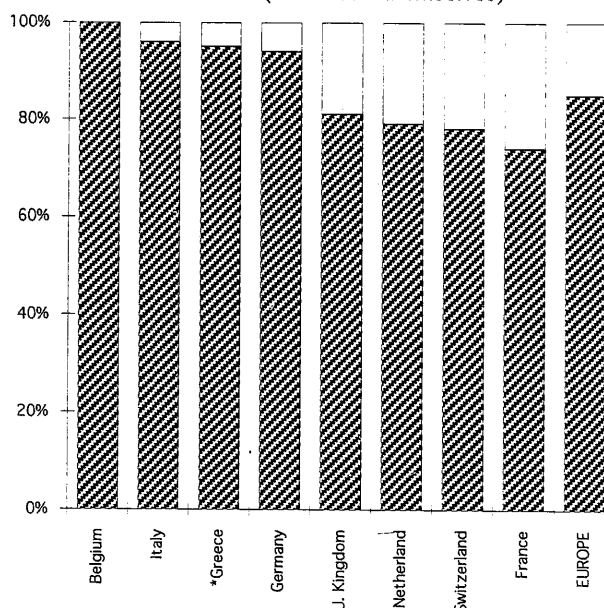
Fig. 44

Informed about helping organization

relatives of dead victims



disabled (relatives - themselves)



EUROPE

45 Criminal justice done relatives of dead victims

%	U. Kingdom	Switzerland	France	Italy	Belgium	EUROPE
no	97	93	91	73	70	89
yes	3	7	9	27	30	11

disabled (relatives - themselves)

%	Italy	Germany	Belgium	Netherland	U. Kingdom	France	Switzerland	EUROPE
no	73	72	61	46	100	86	39	68
yes	27	28	39	54	0	14	61	32

46 Correctly treated during criminal procedure relatives of dead victims

%	Switzerland	Italy	U. Kingdom	Belgium	France	EUROPE
respectfully	78	38	36	28	24	29
seriously	100	31	31	41	43	39
adequately	33	46	36	9	36	30

disabled (relatives - themselves)

%	Switzerland	U. Kingdom	Italy	Netherland	Belgium	France	EUROPE
respectfully	46	16	15	15	14	13	16
seriously	54	5	31	24	36	25	24
adequately	38	42	31	13	14	35	23

47 Charge fair relatives of dead victims

%	U. Kingdom	*Luxembourg	France	Germany	Italy	Belgium	Switzerland	EUROPE
no	85	78	76	73	57	55	41	75
yes	15	22	24	27	43	45	59	25

disabled (relatives - themselves)

%	U. Kingdom	France	Italy	Germany	Netherland	Switzerland	Belgium	EUROPE
no	95	67	67	66	49	38	34	61
yes	5	33	33	34	51	62	66	39

Fig. 45

Criminal justice done

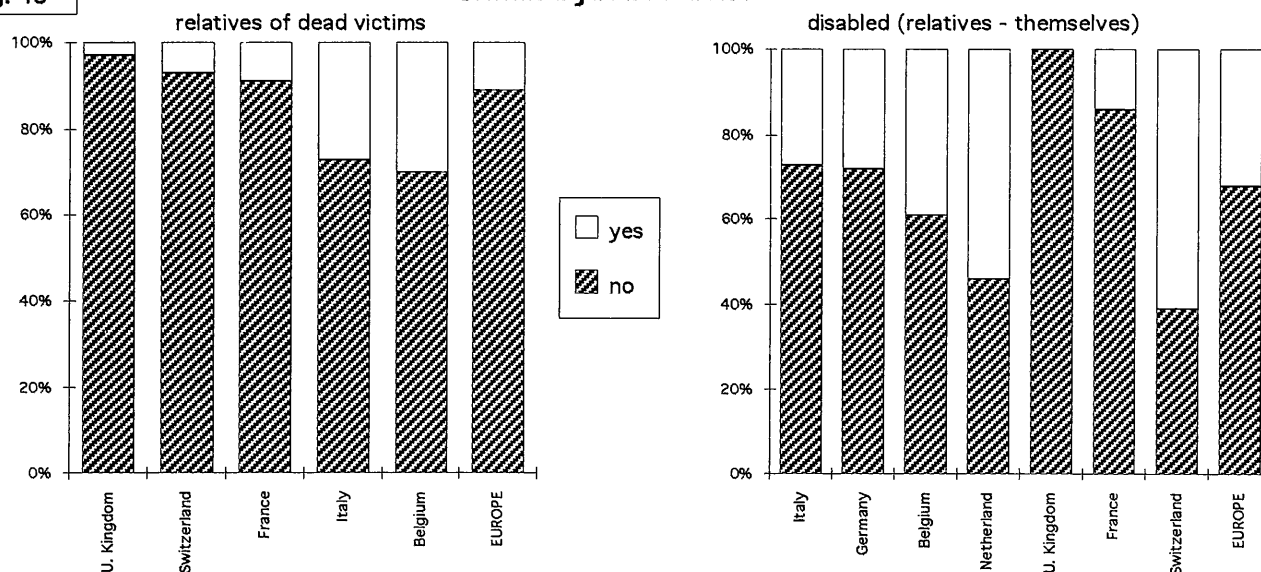


Fig. 46

Correctly treated during criminal procedure

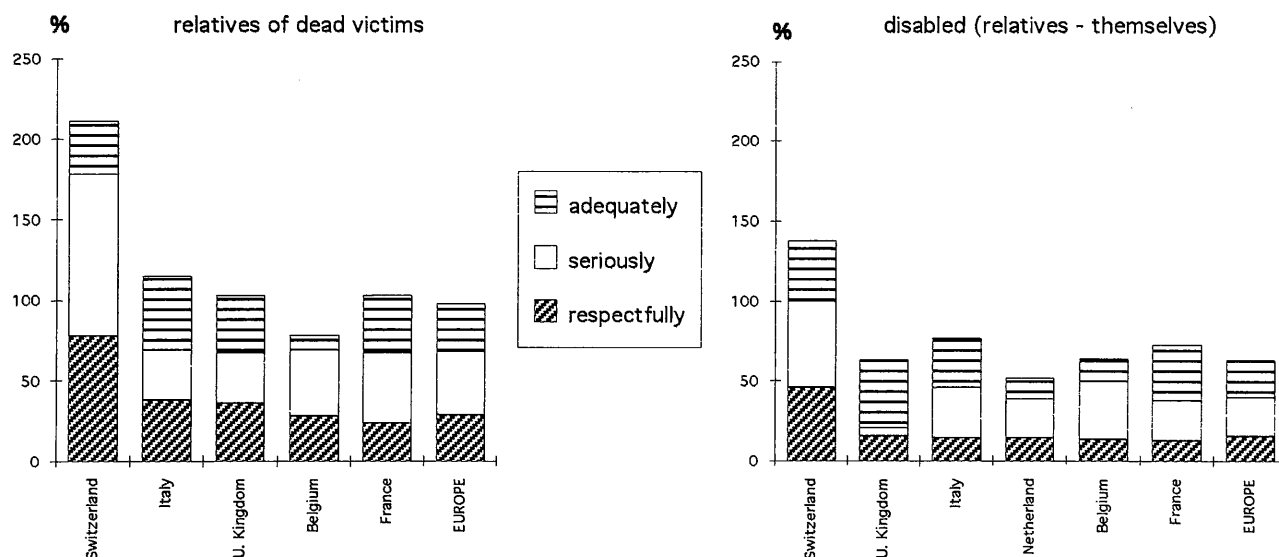
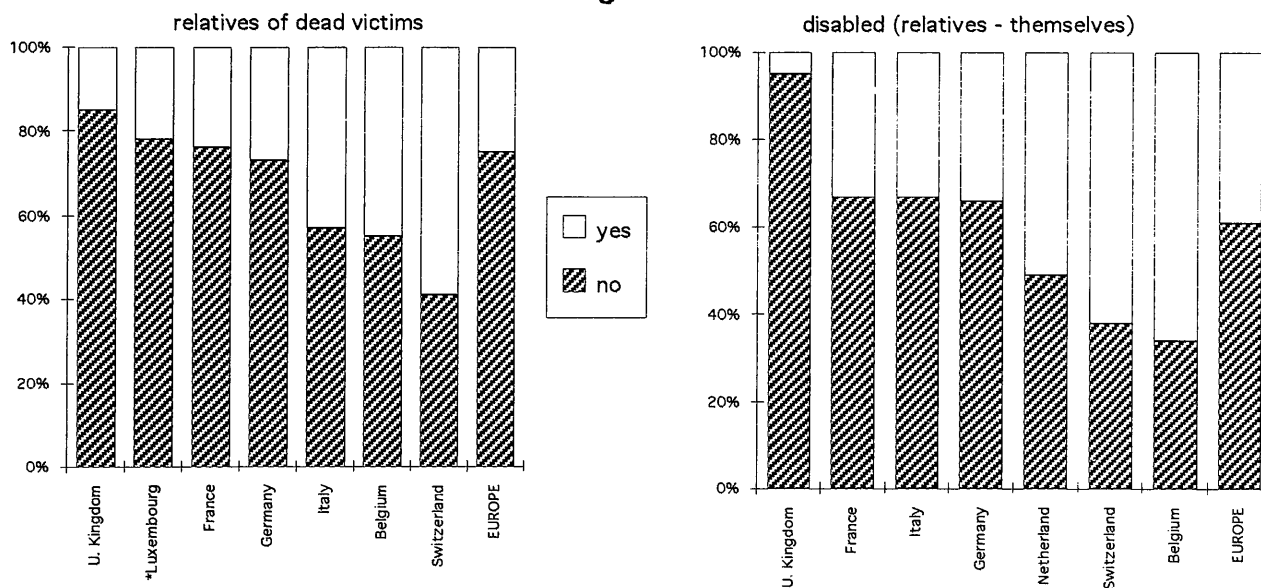


Fig. 47

Charge fair



EUROPE

48

Sentence fair

relatives of dead victims

%	Germany	U. Kingdom	France	Belgium	Switzerland	Italy	EUROPE
no	100	97	92	72	70	59	89
yes	0	3	8	28	30	41	11

disabled (relatives - themselves)

%	U. Kingdom	Germany	France	Belgium	Switzerland	Netherland	Italy	EUROPE
no	100	88	80	59	53	51	50	72
yes	0	12	20	41	47	49	50	28

49

Alternative punishment

relatives of dead victims

%	Italy	Belgium	*Luxembourg	Switzerland	U. Kingdom	France	EUROPE
no	52	33	23	23	15	8	16
yes	48	67	77	77	85	92	84

disabled (relatives - themselves)

%	Italy	Belgium	Germany	Switzerland	U. Kingdom	France	Netherland	EUROPE
no	59	55	40	33	22	20	0	29
yes	41	45	60	67	78	80	100	71

50

Satisfied with dealings with insurance companies

relatives of dead victims

%	Italy	*Luxembourg	Germany	U. Kingdom	France	Belgium	Switzerland	EUROPE
no	92	91	86	82	78	68	63	78
yes	8	9	14	18	22	32	37	22

disabled (relatives - themselves)

%	U. Kingdom	Germany	France	Italy	Belgium	Netherland	Switzerland	EUROPE
no	90	87	83	83	68	63	60	75
yes	10	13	17	17	32	37	40	25

Fig. 48

Sentence fair

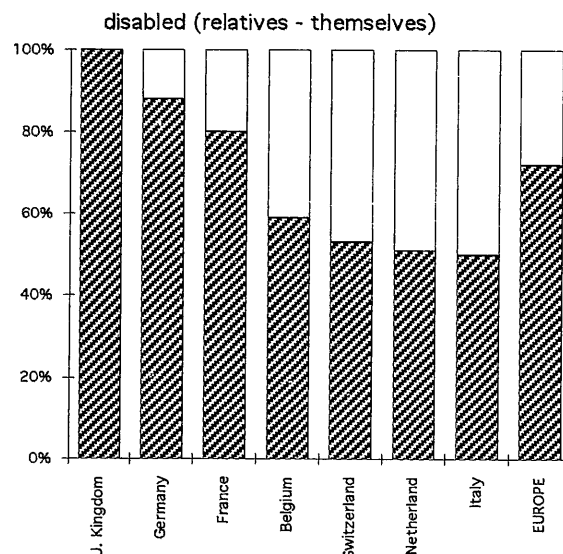
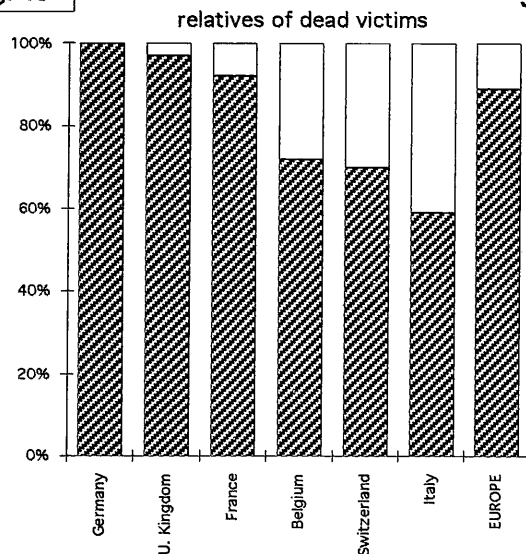


Fig. 49

Alternative punishment

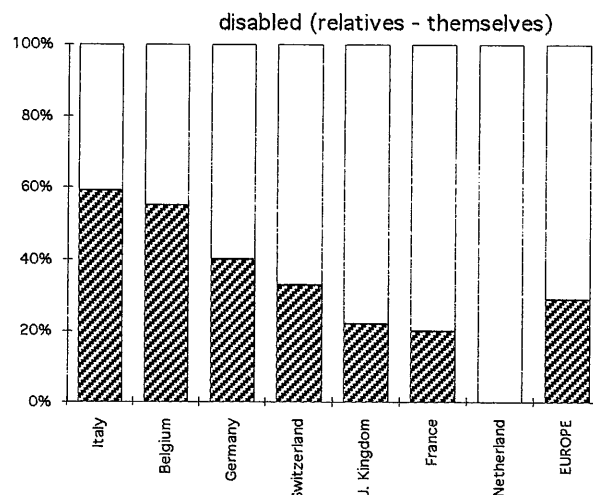
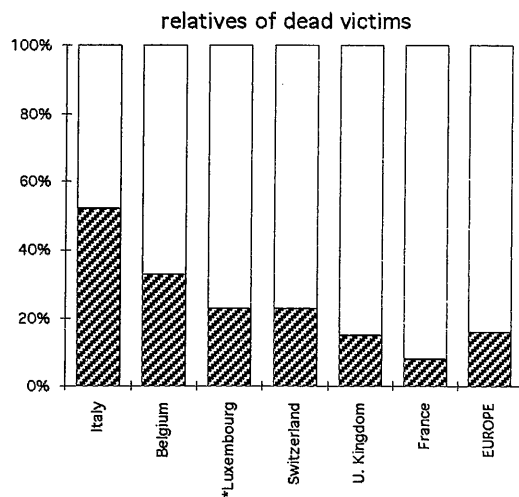
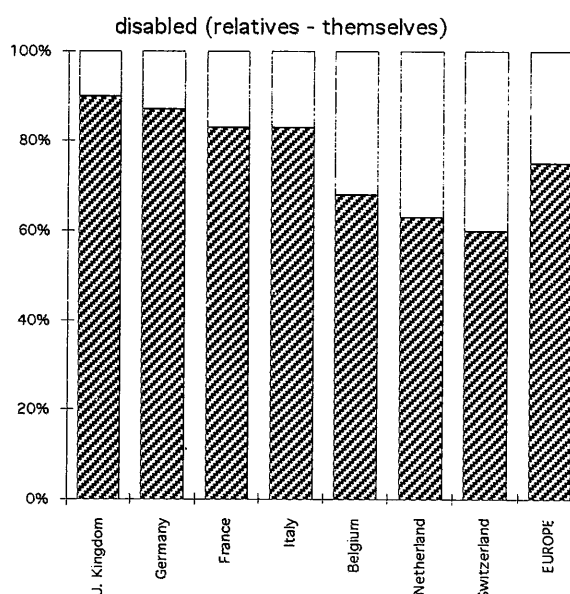
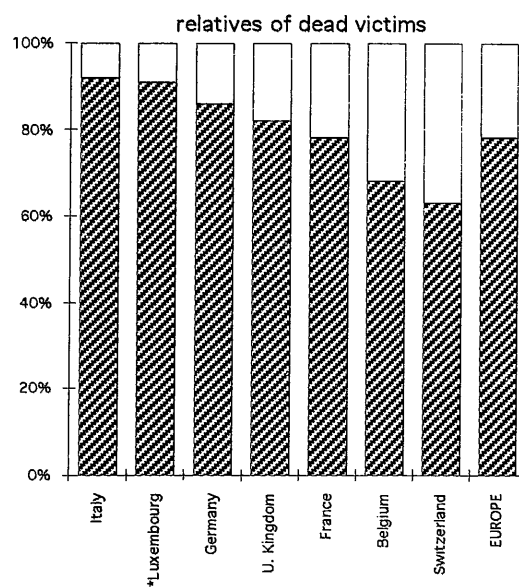


Fig. 50

Satisfied with dealings with insurance companies



EUROPE

51 Satisfied with damages offered relatives of dead victims

%	Germany	*Luxembourg	Italy	U. Kingdom	France	Belgium	Switzerland	EUROPE
no	93	89	86	86	81	68	57	80
yes	7	11	14	14	19	32	43	20

disabled (relatives - themselves)

%	Germany	U. Kingdom	*Luxembourg	Italy	France	Belgium	Switzerland	Netherland	EUROPE
no	90	90	86	83	81	68	65	60	76
yes	10	10	14	17	19	32	35	40	24

52 Satisfied with medical examination relatives of dead victims

%	U. Kingdom	France	Belgium	Switzerland	Italy	EUROPE
no	68	61	47	45	43	59
yes	32	39	53	55	57	41

disabled (relatives - themselves)

%	U. Kingdom	Germany	France	*Greece	Netherland	Italy	Switzerland	Belgium	EUROPE
no	80	67	63	50	49	46	35	34	56
yes	20	33	37	50	51	54	65	66	44

53 Financial justice done relatives of dead victims

%	U. Kingdom	France	Italy	Belgium	Switzerland	EUROPE
no	95	85	81	71	65	84
yes	5	15	19	29	35	16

disabled (relatives - themselves)

%	U. Kingdom	Germany	Belgium	France	Switzerland	Italy	Netherland	EUROPE
no	100	92	77	77	77	75	67	78
yes	0	8	23	23	23	25	33	22

Fig. 51

Satisfied with damages offered

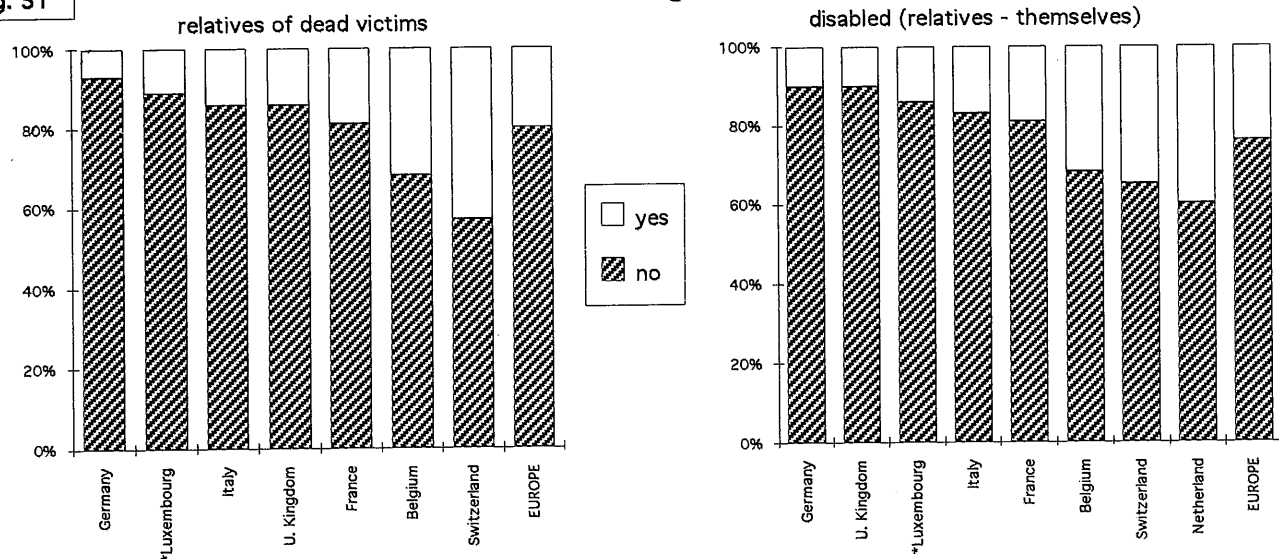


Fig. 52

Satisfied with medical examination

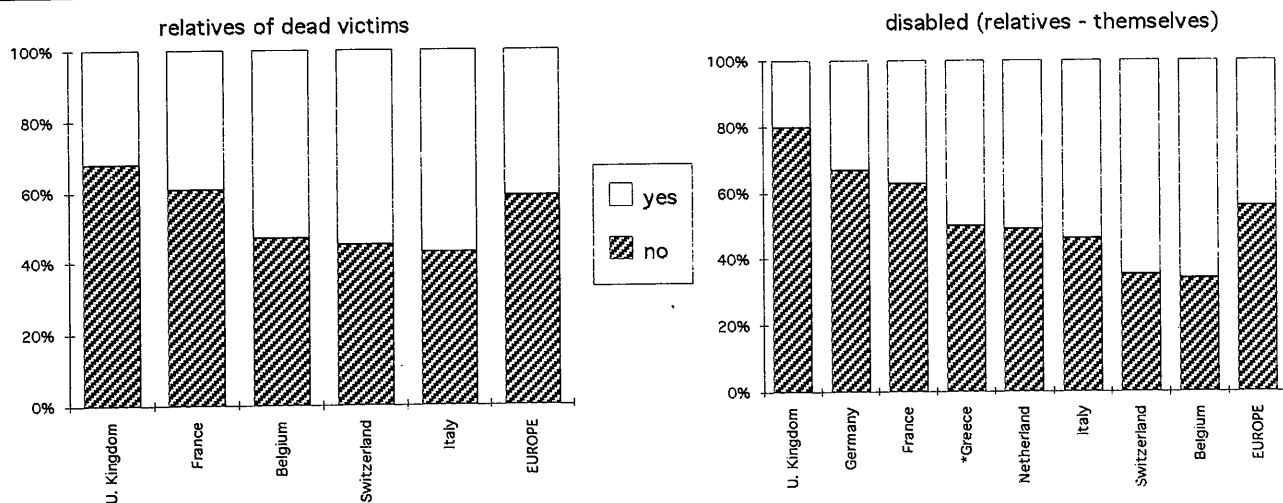
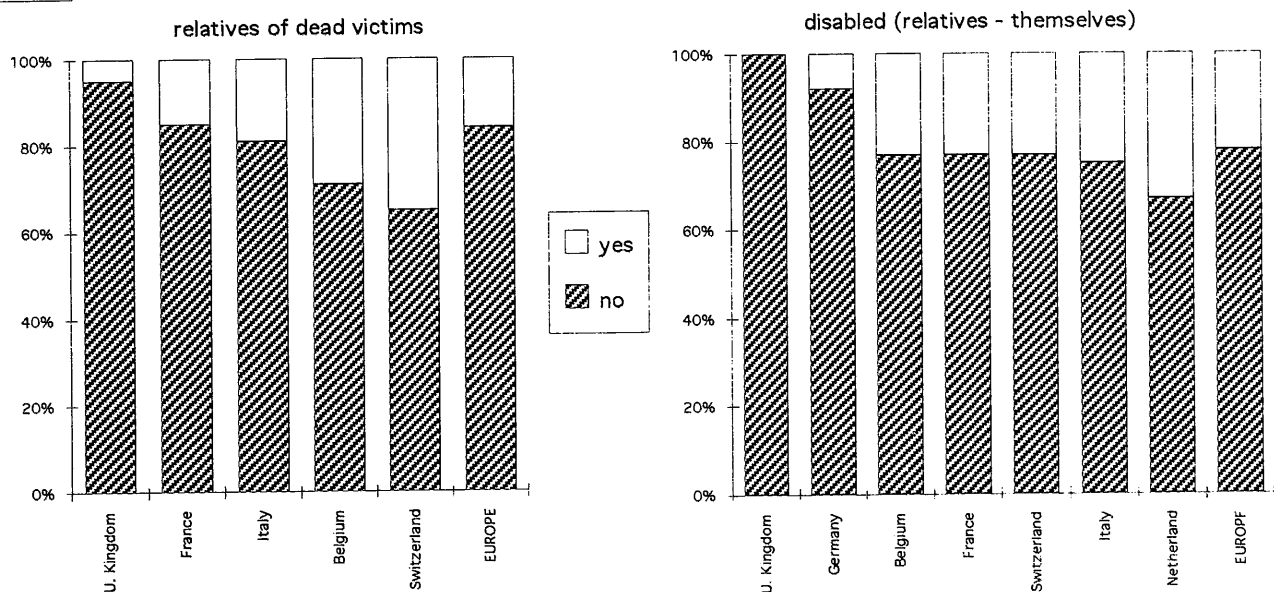


Fig. 53

Financial justice done



EUROPE

54 **Length of civil proceedings** **Years**
relatives of dead victims

	Belgium	France	Italy	U. Kingdom	Switzerland	EUROPE
average length	3,1	2,7	2,6	2,6	1,7	2,7
σ	0,39	0,17	0,37	0,25	0,22	0,12

disabled (relatives - themselves)

	Germany	Belgium	France	Switzerland	Netherland	U. Kingdom	Italy	EUROPE
average length	6,2	4,5	3,9	3,7	3,6	3,4	3,0	4,0
σ	0,58	0,32	0,63	0,46	0,28	0,90	0,39	0,18

55 **Useful to appoint a lawyer**
relatives of dead victims

%	Italy	Germany	Belgium	France	U. Kingdom	Switzerland	EUROPE
no	9	8	4	2	2	0	3
yes	91	92	96	98	98	100	97

disabled (relatives - themselves)

%	Belgium	Germany	Italy	Switzerland	U. Kingdom	Netherland	France	EUROPE
no	17	10	7	6	5	4	1	6
yes	83	90	93	94	95	96	99	94

56 **Not gone to court because**
all

%	France	Belgium	U. Kingdom	Netherland	Germany	Italy	Switzerland	EUROPE
unfavourable law	46	41	39	33	30	14	13	37
stress	25	28	30	31	30	43	31	30
legal fee	29	31	31	36	40	43	56	33

Fig. 54

Length of civil proceedings

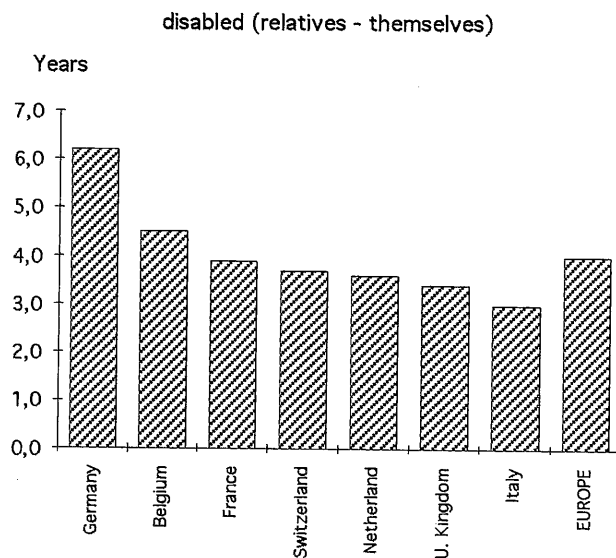
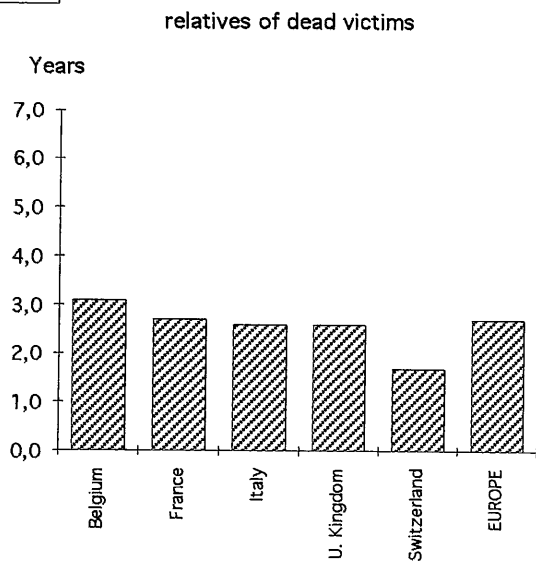


Fig. 55

Useful to appoint a lawyer

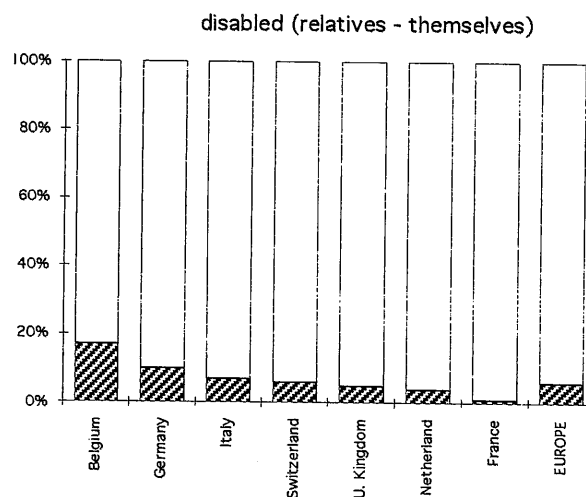
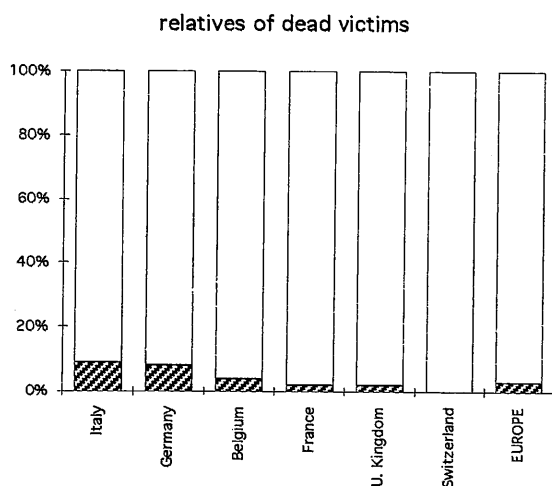
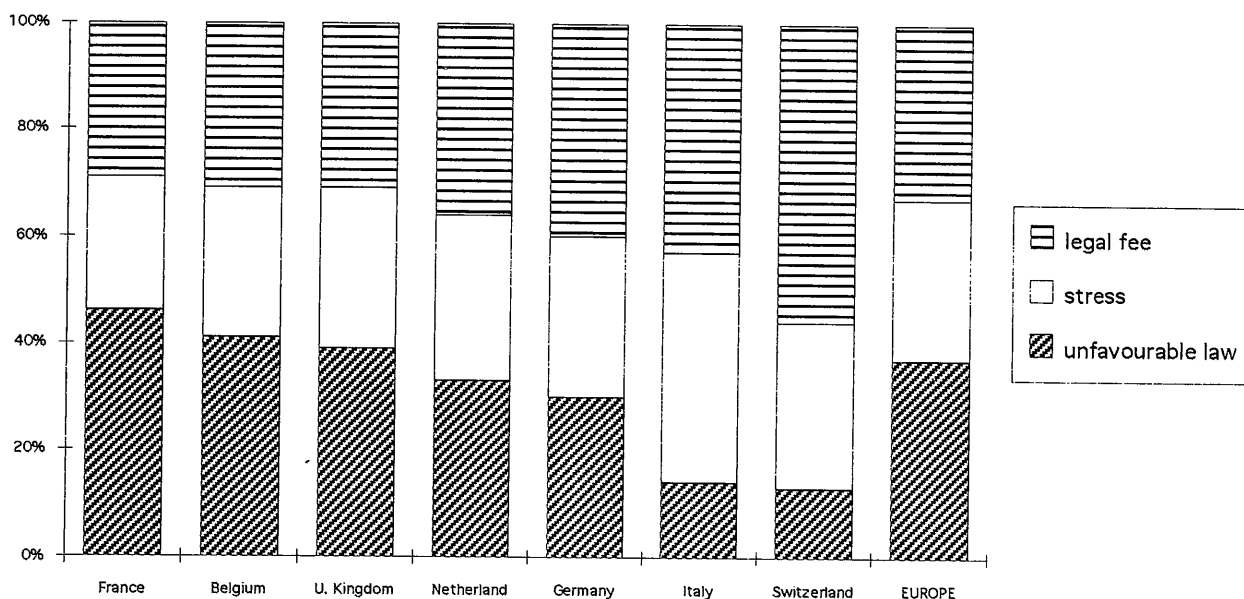


Fig. 56

Not gone to court because



Our first Enquiry into the Impact of Road Crashes has, for the first time, established that the vast majority of the disabled victims and the families of both dead and disabled victims, experience decrease of quality of their life and in their standard of living, to a considerable degree and for a very long time.

In collaboration with the **Commission of the European Union**, the *European Federation of Road Crash Victims*, is undertaking this new Enquiry in order to determine the **causes** of the above declared substantial drop in both quality and standard of living. This in order to promote legislative improvements in favour of these victims.

Questionnaire for the relatives of both dead and disabled victims of road crashes, and for disabled victims themselves.

This questionnaire is anonymous. Every family member should complete their own individual questionnaire, please ask for further copies, or make photocopies.

PRELIMINARY QUESTIONS

- 1) Are you the dead/disabled victim's: Father, mother, husband, wife, brother, sister, son, daughter, other, (underline) [circle or underline your answer]
yes no
- 2) Are you the (disabled) victim? yes no
 (If the victim is incapable, because of their condition or their age, to respond to the questions, the answers can be given by a relative). yes no
- 3) How many years ago did the crash occur? years
- 4) What was the age of the victim at the time of the crash? years

A) INITIAL SUPPORT AND INFORMATION

Do you feel that you have received adequate support from:

- 1) the police? yes no
- 2) the emergency service? yes no
- 3) the welfare or hospital staff? yes no
- 4) the mortuary staff? yes no
- 5) the Coroner/Coroner's Officer? yes no
- 6) Were you approached about organ donation? yes no
- 7) Were you sufficiently informed of your legal rights? yes no
 (e.g. right to second independent post-mortem, to asking questions and being legally represented at the Inquest, etc.) yes no
- 8) Were you given an information booklet about helping organisations? yes no
- 9) What help was, or would have been, most useful for you? yes no

Answer under Your Comments

B) CRIMINAL PROCEEDINGS

- 1) Do you feel that justice was done in your case? yes no
- 2) In your opinion, was your case treated: adequately, seriously, respectfully? (underline) yes no
- 3) Did you consider the charge to be fair? yes no
- 4) Did you consider the sentence fair? yes no
- 5) What alternative/moral punishment would you have liked to see given? (underline) yes no
 (e.g. offender being taken to mortuary, spending time with the bereaved family, work in hospital etc.) yes no
- 6) If you answered NO in question 1-4, what changes would you suggest? Answer under Your Comments
 Please give a brief outline of your case, if you wish.

C) INSURANCE/ CIVIL CLAIMS

- 1) Were you satisfied with your relationship with the representatives of the insurance company? yes no
- 2) Were you satisfied with the damages offered by the insurance company? yes no
- 3) Were you satisfied with the procedures relating to the medical examinations (due to your ill health following injury or death, including psychiatric report)? yes no
- 4) If your case came to Court, do you feel that financial justice was done? yes no
- 5) Was the length of the civil proceedings acceptable? Is your case not yet finished? (underline) yes no
- 6) How long did it take? years

7) Do you consider that it would be useful to appoint, immediately after the accident, a lawyer responsible for the civil interests of the victims or the families? yes no

If you wanted to, however did not take your case to Court, was it because you felt it was:

8) Useless because of the present unfavourable law? yes no

9) Too stressful? yes no

10) Not possible for you to anticipate the legal fee? yes no

D) PHYSICAL CARE GIVEN TO THE INJURED VICTIM

1) If you have not fully recovered, do you consider that your physical condition has stabilised? yes no

2) After how many years has your condition become stable? yes no

3) If you remain disabled, do you consider that the percentage of disability attributed to you, was fair? yes no

4) Were you satisfied by the medical treatment and rehabilitation? yes no

If you have suffered a head injury:

5) Do you consider that you have fully recovered? yes no

6) Were you satisfied by the neurological treatment and rehabilitation which you received? yes no

7) Do you feel that you still suffer, even occasionally, from one of the following symptoms? yes no

Loss of memory, of concentration, of the ability to perform normal tasks, language disorder. (underline)

8) If you answered NO to questions 3-6 please suggest which improvement would be most important. Answer under Your Comments

E) PSYCHOLOGICAL AND PHYSIOLOGICAL IMPACT ON THE VICTIM OR RELATIVE OF A VICTIMS

1) Following the event, do or did you suffer any of the following physiological reactions? yes no

Sleeping troubles, headaches, distressing nightmares, general physical health problems. (underline)

2) Following the event, do or did you suffer any of the following psychological reaction? yes no

Lack of interest in everyday activities (cooking, house-work, professional work, studies) loss of drive/energy, loss of self-confidence, anxiety attacks, feeling of being suicidal, depression, phobias, eating disorders, anger, resentment. (underline)

3) Following the event do or did you suffer relationship problems? yes no

(communication difficulties, intimate and/or sexual problems) (underline)

4) Did you receive any help from the following? yes no

Friends, family, doctors, professional counsellors, group therapist, employer, your religious group.

(underline)

5) Which of these did you find most helpful? (Underline two time in the above line)

6) Please give also, if you wish, a brief outline of your main physical health, psychological problem? Answer under Your Comments

F) CONSEQUENCES ON YOUR LIFE

1) Following the event do you consume more than before any of the following psychotropic products? yes no

Tranquillisers, sleeping tablets, tobacco, alcohol, drugs, (underline)

Has your relationship changed with your:

2) Friends better no changes worse

3) Family better no changes worse

4) Spouse better no changes worse

5) Colleagues better no changes worse

6) Has your household changed? yes no

If yes, in what way has it changed:

Separation, divorce, children left house, moving house, re-marriage. (underline)

7) Are you able to make plans for the future? yes no

8) Are you able to enjoy life as before? yes no

9) Please give a brief outline the most important consequences on your life Answer under Your Comments

G) CONSEQUENCES ON YOUR OCCUPATIONS

If you changed your occupations, was it:

1) By force or need yes no

2) By free choice yes no

If you have lost your work, was it:

3) For physical reasons yes no

4) For psychological reasons yes no

5) Give a brief outline of the consequences in your case. Answer under Your Comments

YOUR COMMENTS: Use the back of this page

Completed questionnaires should be returned to: