



List of Frequently Asked Questions

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2018

VICTIMS OF ROAD TRAFFIC OFFENCES

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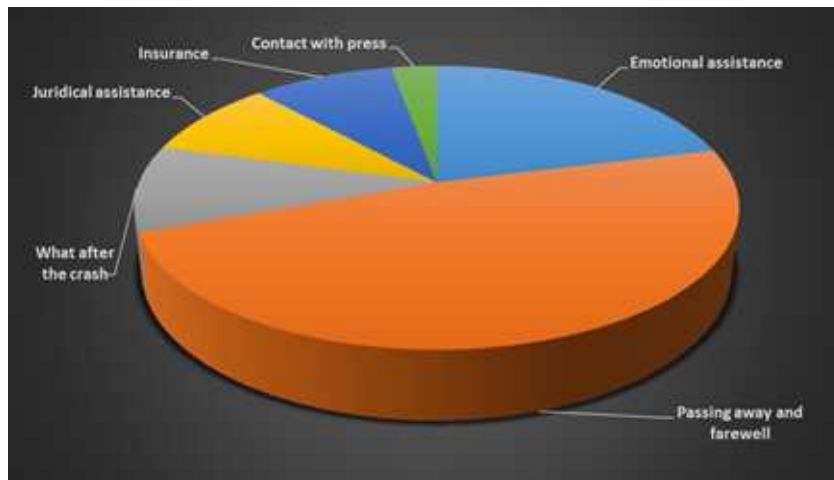
1. HOW DID WE COMPOSE THE LIST?

Further in this document, we will present a list of frequently asked questions (FAQ) which we deduced from the analysis of our data (i.e. analysis of the database and the Google analytics of the website of Rondpunt). The analysis of the data, both from the year 2016, is written down in two separate files.

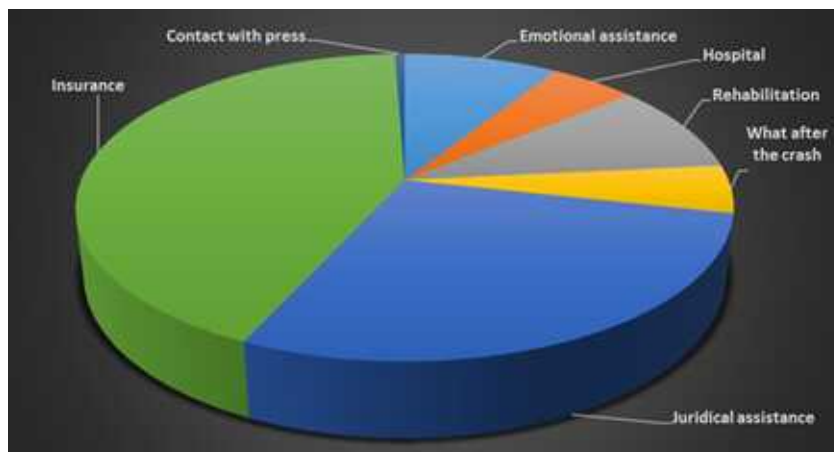
1.1 Conclusions from analysis of Google analytics Rondpunt

Some general conclusions can be drawn about the needs of victims of road traffic offences and their relatives. A general note, when looking at the data, is that the informative pages about/for injured victims (60%) were significantly more consulted than those concerning deceased victims (24%).

Furthermore, we notice a clear difference between the needs of the victims and bereaved relatives. Bereaved relatives are more in need of information about emotional assistance, such as information about saying goodbye, coping with loss and how to go on without a loved one. Needs about judicial and insurance matters are less present amongst relatives (see graphic underneath).



Information on judicial and insurance aspects are, however, the two highest needs of victims of road traffic offences (66%). They have less need for information on emotional assistance (see graphic underneath).



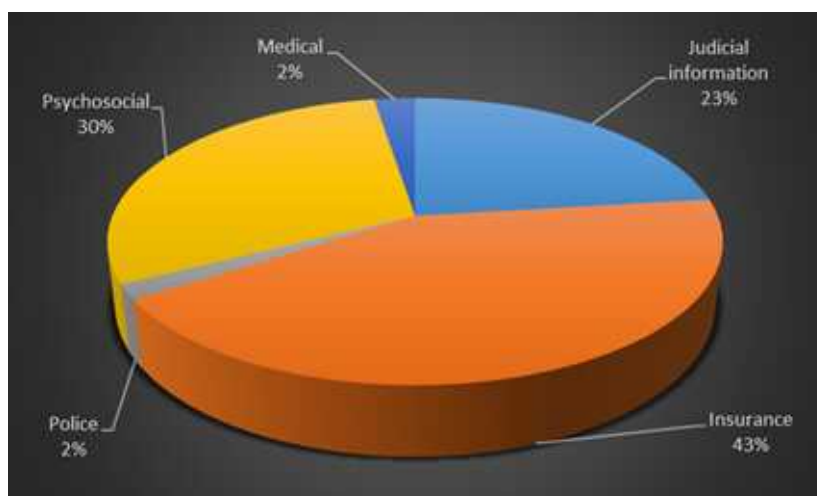
Concerning emotional assistance, we notice a difference between the kinds of assistance the target groups are looking for. Bereaved relatives are more in need of information on assistance from self-help groups, while victims are more interested in information about professional assistance.

Another conclusion is that both target groups have least consulted information about contact with the press. The rates on this subject are so low that we can conclude that this need is marginal in comparison with the other needs.

Note: An important limitation of this analysis is that we do not know who is hidden behind the data. We can not be sure that, for instance, information for injured victims is being consulted by injured victims themselves. Perhaps the consultations originate from family members, friends or professionals. Nonetheless, we can presume that a great part of the consultations arises from the fact that a victim and/or their network do not know the answer to some questions and are therefore in need of this information. Consultations from the network might indirectly show us the needs of the victims.

1.2 Conclusions from analysis of database Rondpunt

From the database of Rondpunt, we analysed 117 help questions. Within these questions, we counted 49 different topics on which professionals and victims/relatives asked information and support about. As well as the data of the google analytics, the different topics can be put in different overarching subjects/themes. In the figure beneath, we depict the 5 overarching themes with their percentage.



The most occurring theme is 'insurance' (43%), followed by psychosocial help questions (30%). Judicial issues are the third most occurring theme and together with insurance questions, they represent 66% of the help questions.

As mentioned before, the help questions originate from the target group as well as from professionals. In the analysis, we separated the questions of professionals from those of victims and relatives. Most questions were asked by victims themselves and, secondly, by a relative who asked the question in name of a surviving injured victim (17%). Questions from a relative, who lost someone in a crash, were rather exceptional within the database. 92% were questions from victims or relatives who asked the question in name of the victim and 8% were questions from bereaved relatives.

Because of the low number of questions from bereaved relatives, we integrate them with all the other questions from victims/relatives in order to select FAQ. Before we present the most frequently asked questions, we would like to specify on which subjects bereaved relatives asked questions. They addressed their need for information on the following subjects:

Subjects	Professionals	Relatives	Total
Judicial information	3	0	3
Compensation	3	0	3
Insurance	2	3	5
Compensation insurance	1	3	4
Record traffic expert	1		1
Psychosocial	1	4	5
Victim support	1	2	3
Self-help groups		2	2
Total	6	7	13

When we look at the complete analysis of the database, we found that 7 topics were most frequently the subject of questions. These 7 topics represent 48% of the total number of help questions of 2016. Therefore, we selected them as FAQ. In the subsequent table, we present a summary of these 7 topics, their rank (from most until least common) and their percentage. The concrete questions on these topics will be presented in the chapter 'FAQ'.

	Subjects	Professionals	Victims/relatives	Total	
	Judicial information	8	19	27	23%
2	Compensation	3	5	8	7%
	Insurance	14	36	50	43%
1	Compensation insurance	1	21	22	19%
	Police	0	2	2	2%
	Psychosocial	6	29	35	30%
7	Contact info therapist/psychologist		4	4	3%
4	Victim support	1	5	6	5%
5	Self-help groups		5	5	4%
3	Coping with emotional process	1	6	7	6%
6	Leisure / social activiteis	2	3	5	4%
	Medical	0	3	3	3%

Note: in order to rank the different topics, we first look at the general number, counted for a certain topic. When topics have the same general number, we look at how many times victims/relatives asked questions about this topic. The main reason for this method is because this resembles the needs of victims more accurately, whereas questions from professionals might be raised in name of a victim, but we are not completely sure of this.

It is remarkable to see is that the FAQ on judicial information is the second most asked question and precedes all the FAQ on psychosocial matters, while psychosocial (2) precedes judicial (3) in the subject ranking. Nonetheless, the quantity of psychosocial questions in the FAQ (5) is higher than questions on judicial matters (1). Therefore, we can conclude that the needs on psychosocial matters is more spread over different questions, while the needs on judicial information is more centred around one certain aspect, namely compensation.

1.3 Comparison of the two data resources

The FAQ were derived from the help questions database of Rondpunt. However, when we compare these questions with the analysis of the Google analytics, we can find some similarities. From the analytics of the website, we learn that victims are mainly looking for information on insurance and judicial topics. Within these two subjects, people mostly look for information about compensations. These results are similar with the results of the analysis of the database of help questions (see first 2 FAQ).

An important difference is the fact that questions about psychosocial or emotional assistance occur significantly more often in the database (30%) than in the search behaviour of victims on the website (8%). We have no immediate explanation for this difference. Within this topic, however, we witness an important similarity. The order of the subtopics is the same, respectively from most until least asked/searched for: how to cope with what happened, information about professional help and information on self-help groups.

Another important difference is a lower number of questions on rehabilitation within the database of Rondpunt (3%), while this is the third category within the search behaviour of victims on the website (8%).

We also witness a rather low number of questions from relatives, who lost someone after a crash, in the database (8%). These questions highlight their need for information about self-help groups, professional support and compensation for their loss. Unfortunately, the number is too low to be sure that these are their exact needs. When we compare these results with the data from the website, we notice that the need for information on emotional assistance and compensation also occurs quite often. Information about saying goodbye and the legacy, however, is not present in the database, while it is ranked as the highest information need in the Google analytics analysis. The reason for the low number of questions from bereaved relatives and the differences in the type of questions/need for information is unclear. Do they find the necessary information somewhere else in a sufficiently manner (online, other websites, professional support, ...)? Is more attention given by people or professionals around them to help them with their questions?

As a conclusion of the comparison, we can state that there are some similarities and some differences. Two important differences, which remain unclear and might be interesting to clarify, are regarding the psychosocial/emotional assistance (high amount in database vs low amount on website) and questions from relatives who lost someone (low amount in database and slightly different information need).

1.4 Overview of comparison: themes and subtopics (ranking)

Subjects	Google Analytics (ranking)	Database (ranking)
Insurance > Compensation	1 (40%)	1 (43%)
Judicial information > Compensation	2 (26%)	3 (23%)
Psychosocial/emotional assistance > How to cope > Victim support > Self-help groups > Leisure activities > Contact info therapist	4 (8%)	2 (30%)
Rehabilitation (medical)	3 (8%)	4 (3%)

2. FAQ

■ Insurance > Compensations from insurances

Which insurance is responsible for the compensations? What do we have to do when we want a compensations?

■ Judicial information > Compensation

For which damages and losses can we receive a compensation? And how?

■ Psychosocial > Coping with a crash as a traumatic incident

How can we cope with what happened, with how we feel and the consequences?

■ Psychosocial > Victim support

Where can we find professional help (from victim support services) to cope with what happened?

■ Psychosocial > Self-help groups

How can we get in contact with a self-help group to talk about what happened?

■ Psychosocial > Leisure/social activities

Where can we find leisure/social activities for someone with reduced possibilities (as consequence of a crash)?

■ Psychosocial > Contact info therapist/psychologist

Where can we find professional help from a therapist or psychologist? How can we contact a therapist or psychologist?

This document is one of the outcomes of the project 'Victims of Road Traffic Offences', funded by the Justice Programme of the European Union (JUST/2015/JACC/AG/VICT/9276).

Project partners

**Moderator vzw, Forum for restorative justice and mediation
Leuven Institute of Criminology, University of Leuven
Rondpunt vzw, Centre of expertise and ally after a road traffic crash**

Associate partners

**Victim Support Europe
European Federation of Road Traffic Victims
European Forum for Restorative Justice**

Information on the project: www.rondpunt.be/projecten/eu-project-victims-of-road-traffic-offences/

This publication has been produced with the financial support of the Justice Programme of the European Union. The contents of this publication are the sole responsibility of the author and can in no way be taken to reflect the views of the European Commission.

