

general agreement

Service Level Agreement with ACPOS

Memorandum of Understanding
with ACPO Criminal Record Office



Working in partnership with other organisations can deliver better results for both. That's why we've consistently engaged with colleagues across the Criminal Justice System to deliver the best results we can for the people who use our service.

In this edition, you'll find out more about two of the most recent developments in our efforts to build partnerships, as well as further information about changes to the way we make payments.

These developments are in their early stages but already offer enormous promise. Partnerships need effective communication to operate well, so we'll keep you updated on progress and would welcome any feedback you have to offer. I hope you enjoy the issue.

Carole Oatway
Chief Executive CICA



complimentary service




Publicly funded agencies have long been interested in how more ‘joined-up’ working can benefit both service users and the taxpayer. Earlier this year CICA and the Association of Chief Police Officers in Scotland (ACPOS) agreed a set of working protocols to help both organisations in their work to benefit blameless victims of violent crime.

This service level agreement took effect on 1 June 2010. As part of this agreement CICA’s forms have been re-written in consultation with the police, and will be disclosable to the applicant without having to ask the police for their permission; the rules about what statements the police will pass to CICA have been clarified; and all Scottish police forces have committed to responding to

standard format CICA requests within 30 days of them being issued.

CICA Chief Executive Carole Oatway thinks the agreement – the first of its kind between ACPOS and CICA – will deliver real benefits for crime victims. She said:

“I’m delighted we’ve been able to work constructively with our colleagues in ACPOS to produce a working arrangement that will help us process our Scottish applications more effectively.”

Karen Williams, Director of Corporate Services at Grampian police was equally upbeat, and felt the protocols “demonstrated a good practice of joint inter-agency co-operation”. 

transfer season

Electronic Bank Transfer


CICA has been reviewing the method by which compensation payments are made with the aim of maximising the number of awards made by electronic bank transfer. This means our reliance on sending out cheques will progressively reduce, which will be a major step towards mitigating the potential risk of fraud.

The work is nearing completion and CICA expects to make its first payments through the more secure BACS system by October 2010.

Payments to applicants

This stance is underpinned by CICA's longer-term strategy of making compensation payments exclusively direct to applicants, as first highlighted in September 2009 edition of this newsletter. We have been considering all the practical effects of this change. For example, how we make a payment to an applicant who doesn't have a bank account.

The Authority continues to investigate the practicalities of different options in order to determine how it can best help those applicants who do not have a bank account.

CICA have identified their preferred solution of using prepaid cards for such applicants, and should be able to provide clear direction in coming six months. 




on the record

New Scotland Yard's Police National Computer (PNC) checking service closed on 30 July. While CICA get most of their convictions checks (which the Criminal Injuries Compensation Scheme requires them to have for all applicants) from the police force dealing with the relevant crime, there were occasions when they had to get them from Scotland Yard so alternative arrangements were needed.

The ACPO Criminal Records Office (ACRO) provides guidance and management on access to criminal records and seeks to improve their effective operational use. CICA now have an interim measure in place allowing them to get convictions checks from ACRO where necessary, and a more formal agreement should be in place by the end of August.

A separate memorandum of understanding between ACRO and CICA will help CICA get convictions checks where the applicant is a foreign national or has lived abroad. Under this agreement, which is currently being finalised, the United Kingdom Central Agency for the Exchange of Criminal Records (UKCA-ECR) will act as the representative body for ACRO. When a request is completed, CICA will get the results, including translation, interpretation of the offence(s) and the inclusion onto the PNC of relevant offences.

All correspondence between the UKCA-ECR and CICA will be by secure email to ensure requests are as safe as possible and within the agreed response time. 

IN touch



We'd like to hear from you...

If you have any news or views you'd like to share with those involved in compensating victims of violent crime please email us at:

media.contact@cica.gsi.gov.uk