



cica

criminal injuries  
compensation authority

a government funded scheme - putting victims first

a guide for  
victims of a major incident

## Guide for victims of a major incident

### Criminal Injuries Compensation

- 1** The Criminal Injuries Compensation Authority (CICA) provides compensation to blameless victims of violent crime on behalf of the Government. The rules of the Scheme and the value of the awards paid are set by Parliament. The CICA administers these rules.
- 2** You do not need to be represented to apply for criminal injuries compensation. You can get free advice from us on **0800 358 3601\*** or from organisations such as Victim Support on **0845 303 0900** ([www.victimsupport.org.uk](http://www.victimsupport.org.uk)) or Citizens Advice ([www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)). If you choose paid representation we cannot meet the costs of this.
- 3** This guide summarises information about getting compensation from the CICA for victims of a major incident. It does not provide complete advice and you should read it along with the main guide to applying for criminal injuries compensation.
- 4** A copy of a Guide to the Criminal Injuries Compensation Scheme 2008 and major incident application forms can be obtained by calling our freephone helpline on **0800 358 3601\*** or from our website [www.cica.gsi.gov.uk](http://www.cica.gsi.gov.uk).

\* Calls are free from landlines in the UK but there may be a charge if you call from outside the UK or on a mobile phone. Calls may be monitored.

- 5 Your nationality won't affect the issue of compensation. If you were a victim or lost a parent, child or partner in a major incident which happened in Great Britain you may be entitled to compensation wherever you come from.

### **Are you eligible?**

- 6 You may be able to receive compensation from the CICA if:
- You were physically or mentally injured (or both) as a result of a crime of violence. Your injuries must be serious enough to qualify for the lowest payment of £1,000. If you were not physically injured, we will not consider making an award for mental injury alone unless you meet the criteria set out in the Scheme. This can be found on our website and in our main guide to the Scheme. In addition, the mental injury must last for more than 6 weeks and be diagnosed by a medical practitioner or, for more serious cases, a psychiatrist.
  - Your parent, child, husband, wife or civil partner died in the incident. Partners (of either sex) who were living in the same household for two years before the incident are also eligible for compensation.
- 7 The tariff sets out what awards we can pay if you have suffered a criminal injury. The tariff is available on our website or we can send a paper copy on request. The tariff is in two parts. The first is a list of 25 levels of compensation, ranging from level 1 (£1,000) to level 25 (£250,000). The second part is a list of over 400 injury descriptions together with a level of compensation and amount of money we can pay.

- 8 Payment following a fatal injury is £11,000 if there is one applicant or £5,500 each if there is more than one. As with all compensation payments, this is a mark of public sympathy recognising your grief when you lost a loved one.
- 9 If you were financially dependent on the person who was fatally injured you may also be able to receive some compensation for your financial loss. Additionally, a child of a person who was killed can receive a payment of £2,000 for every year until he or she reaches the age of 18 for what is called 'loss of parental services'. We will apply a multiplier to this amount to produce a lump sum.
- 10 The person who paid the funeral expenses may apply for a refund of reasonable funeral expenses. If you apply for the payment of funeral costs you will need to send us the receipts and evidence that you paid them.

### **Loss of earnings/special expenses**

- 11 If your injury is so serious that you are unable to work for more than 28 weeks you may also be able to receive additional compensation for loss of earnings, medical expenses and care costs.

### **Maximum amount payable under the Scheme**

- 12 The maximum total award is £500,000. This is when we have added an award for injury to an award for loss of earnings and special expenses.

### **Applying for compensation**

- 13 You can apply to us in writing or through our website at [www.cica.gov.uk](http://www.cica.gov.uk). If you are applying because a family member died, you need to complete a fatal injury major

incident application form. If you applying because you were injured, physically or mentally, you need to complete a personal injury major incident application form.

- 14 You may also need to fill out a supplementary form, for example, if you are applying on behalf of a child or for loss of earnings.
- 15 The Scheme allows you up to two years from the date of the incident to make a claim. However, you should try to apply as soon as possible as this makes it easier to obtain supporting information from the police and medical authorities.

### **Process and timing**

- 16 Our first step on receiving an application for compensation for a personal injury will be to ask the police to confirm that they have a record that you were a victim of the major incident. If we can get confirmation that you were involved in the incident, we will ask the doctor or the hospital where you were treated for information about your injuries. The police and medical authorities will be our main source of evidence to establish on the balance of probabilities that you were involved in the major incident.
- 17 If you are claiming a bereavement award we will simply ask the police to confirm details.
- 18 We may be able to decide quite quickly whether you are entitled to receive compensation. But the final amount you will receive could take much longer to decide, particularly if you have suffered serious injuries where the outcome is uncertain or if you are claiming for future loss of earnings.

- 19** Where we have established that you are eligible for an award, we will offer you an interim payment if the final settlement is going to take time to resolve as long as:
- the police or hospital have a record that you were injured;
  - it is clear that the severity of your injuries is above the Scheme's minimum threshold of £1,000.

### **Dealing with criminal convictions**

- 20** Under the terms of the Criminal Injuries Compensation Scheme 2008 we must refuse or reduce an award if an applicant (or victim) has a criminal record. Even though you, or a person who was fatally injured, may have been blameless in the major incident, the Scheme says that we must take account of unspent criminal convictions. We use a penalty points system to decide what level of reduction to make. The penalty points are our starting point, but we consider convictions and penalty points together with all the other circumstances of the application.

### **If you need help**

- 21** We would like to make sure that applying for compensation following a major incident is as simple and clear as possible. If you have any queries or concerns before you apply, please phone our freephone helpline **0800 358 3601**. Once you have applied an experienced case officer in the Major Incident Team will deal with your case. They will write to you with their contact details and you should call or write to them if you have any concerns.



**CICA**  
**Tay House**  
**300 Bath Street**  
**Glasgow**  
**G2 4LN**

Phone: **0800 358 3601**

Lines are open from 8.30am to 8.00pm on Mondays to Fridays, and from 9.00am to 1.00pm on Saturdays. To maintain our level of service your call may be recorded and monitored for quality, training, security and case resolution purposes.

Website: **[www.cica.gov.uk](http://www.cica.gov.uk)**

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## **Other help**

**Victim Support** provides support and information for anyone affected by crime. They can also help you fill in your application for compensation.

If you need help, you can call the Victim Supportline on **0845 30 30 900**.

You will find details of your local Victim Support branch in the phone book.