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**Delivering a faster, fairer service**

# History of the Scheme

- Government Scheme
  - England, Wales and Scotland
- First Scheme 1964 - Non statutory compensation
- Modified in 1969 / 1979 / 1990
- 1995 Act led to introduction of new tariff scheme in 1996.
- Revisions in 2001 and 2008

## Features of the Scheme

- Open to victims who are injured as a result of crimes of violence
- No need for the assailant to be found
- Not designed to fully compensate loss
  - Tariff payment related to injury
  - Fatal injury payments
  - Loss of earnings and special expenses (subject to limitations and earnings caps)
- Level of Awards
  - Injury award - minimum £1000 - maximum £250,000
  - Maximum total award £500,000 (including all heads of claim)

## Scheme Rules

- Agreed by Parliament
  - CICA must operate the Scheme in line with the rules
  - Some discretionary elements
- Scheme of last resort
- Injury must be sufficiently serious to qualify for the minimum tariff award
- Application must be made within 2 years of the incident in which the injury was received
  - Some discretion in very exceptional circumstances
  - No discretion where injury was before 1964 or before 1979 and victim lived in the same household as the assailant

## Scheme Rules

- Claims officers must take account of conduct before, during or after the incident
  - Behaviours that led to the incident
  - Failure to report the crime quickly
  - Failure to co-operate with police & courts
  - Failure to co-operate with CICA
- Claims officers must reduce or withhold the award where the applicant has unspent criminal convictions
  - Account is taken of the seriousness of the record, and how recent the offences are
- Onus is on the applicant to make their case

## Claims process

- Applicants can apply by telephone; on-line; or paper form
- CICA will request a police report on the incident
- Applicants must provide medical evidence to support their claim
- Applicants who are unhappy with the decision may:
  - Request a review
  - Appeal to an independent Tribunal
- Scheme does not cover any legal costs

## Improvements in service

Follow-up NAO vfm study at end of 2009 confirmed:

- Awareness of the Scheme increased by 5.25%
- 64% reduction in the time taken to register an application (15 days to around 2 days)
- Ineligible applications identified earlier
- 7% reduction in time for end to end process
- 23% reduction in time for first decision
- 24% reduction in the time for review
- 12% reduction in the time for appeals
- 90% improvement in the number of cases resolved within 6 months



## Improvements in service (cont..)

- Customer satisfaction up from 52% to 73%
- Better response times from third parties
  - 60% of police responses within 30 days compared to 40% previously
- Running costs down by 14%
  - Cost per case at the lowest level since the introduction of the tariff scheme in 1996
    - £271 compared to over £400
- Promises delivered on reduction in backlog
  - Live case load down from 84,000 to under 50,000
  - First time below 80,000 for 20 years
  - Despite increase in applications



# Summary

- Huge improvements in all aspects of service delivery but...  
.... a great deal more to do