Assaulted at work?

We can help.
Foreword

Community represents more people employed in privatised justice & custodial sectors than any other trade union. Thousands of our members are employed in the prison sector, secure immigration centres, young offender institutions, secure training centres, courts, prison escorting, overseas escorting and electronic monitoring services.

Figures show a significant rise in violence across the sector, with rising numbers of detainees and prisoners, increased use of psychoactive substances and high rates of staff attrition all having an impact. The rising levels of violence have resulted in an increase in assaults on staff. At Community, we understand that you have serious and legitimate concerns for your safety and are working with the Government and private sector employers to reduce the levels of violence.

Since changes made to the Criminal Injuries Compensation Scheme in 2012, it has become more difficult to make a successful claim. This booklet aims to give you the best possible opportunity of success in your claim. We have outlined the necessary steps you need to take when seeking compensation for an assault at work. If you have any questions or are unsure of what to do, talk to your Community rep.

Warm regards,

Roy Rickhuss CBE
General Secretary
**What do I do?**

If you have been assaulted or injured whilst on duty then you may be able to seek compensation for the injuries and losses you have suffered as a result of the incident. This guide helps to explain the process for making a claim when you have been assaulted.

Your Community reps are on hand to guide you through the process, and as a member of Community you have access to the union’s panel solicitors who can explore the possible routes to compensation with you, depending on the circumstances of the incident.

One of the ways to claim compensation is to make an application to the Criminal Injuries Compensation Authority (CICA).

The CICA is a government funded organisation that makes compensation payments to the victims of criminal injuries.

Broadly, to qualify for an award you need to show that:

- The assault occurred in the past 2 years (the CICA have a two year time limit for submitting applications)

- You sustained a non-trivial injury

- You reported the matter to the police as soon as you possibly could.

- You co-operated and assisted the police in prosecuting your attacker
The CICA could reject your application if you can’t satisfy these criteria. To reduce this risk we recommend taking the following steps:

1. Get in touch with your Community rep

Before you do anything else, it is vital that you get in touch with your Community rep who will be able to talk you through the process.

2. Report the incident to your employer

Each employer will have its own internal reporting process, make sure you know what the process is. If you are unsure of the reporting process, speak with your Community rep. It’s important to report the incident as soon as it happens and ensure that the incident is recorded, whether that be in an accident book or whichever reporting mechanism your employer uses.

If the process includes the completion of an incident report form, make sure that your account of the incident is as detailed as possible and that you get a copy of the report for your own records.

3. Report the incident to the Police

Make sure that you report the incident to the Police as soon as possible, don’t rely on someone else to do this on your behalf. The Police should provide you with an incident report number which you will need later.
If there is a Police Liaison Officer in your workplace, formally report the incident to them. Ensure they record the incident and provide you with a crime reference number, otherwise you will need to report the incident to your local Police station.

Make sure you obtain the name and collar number of the Police Officer and the name of the Police station where the crime was reported alongside your crime reference number.

The CICA will reject your application if you don’t report the incident to the Police ‘as soon as reasonably practical’. Normally this means immediately following the incident.

4. Injuries

You should record details of medical treatment (date/place etc) you have received for any injuries suffered. This can also include photographs. You must ensure that you keep any documentation of injuries.

5. Contact Union Lawyers

As part of your membership with Community you have access to the union’s panel solicitors, they are on hand to provide you with the very best personal injury advice and representation.

Your solicitor will explore the circumstances of your assault or incident, and will advise you on what routes to compensation are available to you.

Making contact is easy, either call freephone 0800 077 8841 or visit www.unionlawyers.co.uk at your earliest opportunity.
When you contact Union Lawyers, you will be signposted to the union’s panel solicitors for your area, and provided with a Union Lawyers reference number.

You will need to provide your solicitor with a lot of details, to assist you with this we have provided a handy checklist to help you prepare beforehand. If you require any assistance contacting Union Lawyers or collecting the below information, speak to your Community rep:

**Your name**  
**Your address**  
**All contact telephone numbers**  
**Your email address**  
**Your date of birth**  
**Your Community membership number**  

**Your employer**  
**Your title at work**  
**Your place of work**  

**The date & time of the incident**  
**All details of the incident**  

**The Police station you reported the incident to**  
**The date & time you reported the incident to the Police**  
**The name of the Police Officer you spoke to**  
**The crime reference number you were provided with**  

**All details of any injuries sustained**  
**All details of specific financial losses**
The next steps...

1. Check in with your solicitor

If you have waited a while to hear back from your solicitor, get in touch with them to see how your claim is going.

2. Keep in touch with your Community rep

Your Community rep should be on hand to offer you support throughout the process.

3. Be patient

We understand that this is a stressful time, but this is a complicated process and can in some cases take up to a year to complete. Community will be with you every step of the way.

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We are Community. The modern union for a changing world.
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