

Designing content for victims of violent crime

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Content warning



Service Backlog

Get decision			Accept decision		Review decision	Non-complex sexual assault enhancements
Make decision	Issue Decisions	Receive decision	Accept decision	Pay award	Apply for review	Planned enhancements
						Feedback enhancements

Sprint Kanban

Ready	Development	Ready for Testing	In Testing	Ready for Sign-Off	In Sign-Off
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About CICA

Our service

A group of four people (three women and one man) are gathered around a table in an office setting, looking at a large number of yellow sticky notes. The man on the left is bald and wearing a grey sweater. The woman next to him has short brown hair and glasses, wearing a red sweater. The woman next to her has long dark hair and glasses, wearing a grey cardigan. The man on the far right is bald with a beard, wearing a dark plaid shirt. The table is covered with many yellow sticky notes, some of which are arranged in a grid-like pattern. A white paper with a color calibration chart is also on the table. The background shows office desks, computers, and large windows.

Our users



What we did

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Which police force is investigating the crime?

west
Metropolitan Westminster
West Mercia Police
West Midlands Police
West Yorkshire Police
Police Scotland Argyll and West Dunbartonshire

▶ [Help with police forces](#)

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About the offender

We're going to ask:

- the offender's name (if you know it)
- if you have contact with the offender

This is so we can make sure the offender does not benefit from any compensation you get.

We will never contact the offender.

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When did it start?

For example, 03 2020. You can enter an approximate date.

Month Year

▶ [I do not know when the crime started](#)

Continue

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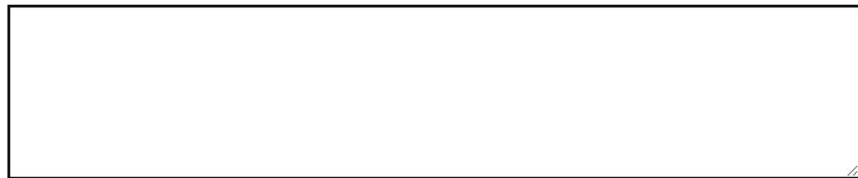


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Why did you not apply for compensation sooner?

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Select reasons for the delay in making your application

Select all options that apply to you.

- ☐ I was under 18
- ☐ I was advised to wait
- ☐ Medical reasons
- ☐ Other reasons

Briefly explain these reasons

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Who are



Myself



Someone else

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Your application will time out in 4 minutes and 12 seconds

We'll reset your application if you do not respond. We do this to keep your information secure.

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About the crime

We're going to ask you:

- when and where the crime happened
- which police force investigated the crime

This helps us get the information we need to make a decision about your claim.

▼ [If you need help or support](#)

You can contact us for help with your application on 0300 003 3601.
Select option 8.

Our phone lines are open Monday to Friday 8:30am to 5pm except
Wednesday when they open at 10am.

You can [get practical or emotional support](#) after a crime.

There is different practical or emotional support [if you live in Scotland](#).

[Continue](#)

In summary

**Avoid traumatic
questions**

Reassure

Thanks!

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Any questions?