

Victim and Witness Policy and Strategy Team  
Ministry of Justice  
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Building a Brighter Future  
for Injured People

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14 April 2026

By email only: [victims.code@justice.gov.uk](mailto:victims.code@justice.gov.uk)

Dear Sir/Madam,

### **A new Victims' Code consultation**

APIL welcomes the opportunity to respond to the Ministry of Justice's consultation on the revised Victims Code. We maintain our concerns from previous responses about the information contained in the Code in relation to the Criminal Injuries Compensation Scheme.

The information within the Code on the Criminal Injuries Compensation Scheme at "Right 5 – to be provided with information about compensation" may actually be misleading and confusing. The eligibility rules and process for making a claim under the scheme can be complex, and it is misleading for the Code to set out pared-down instructions on how to make a claim. We believe that rather than piecemeal information being included, the Code should simply provide general guidance about the existence of the Scheme, explain that the victim has the right to be informed about it, and provide appropriate signposting to further information. We suggest that the paragraphs regarding eligibility criteria (5.7), communication (5.8), decision making (5.9) and payment of the award (5.10) should be deleted.

Paragraph 5.8 states that "The CICA will respond to all messages received through its online contact form within 10 working days." We believe this information is misleading and should not be included in the Code. The CICA website does not ensure that a response will be provided within 10 working days and instead states that inquiries submitted through the contact form "usually get a reply within 10 working days".<sup>1</sup>

APIL has worked on issues surrounding CICA communication over the past few years. Our members have consistently raised concerns with how the agency is currently communicating with applicants and/ or their solicitors, and we have shared this feedback and suggested improvements through the CICA's Stakeholder Engagement and Equality Forum. We recently conducted a survey of our members who act on CICA claims, and most of the feedback received concerning the online contact form is that there is no guarantee that a response will be provided within 10 days and that significant delays are affecting every form of communication available with the CICA. We believe the information on CICA communication should be deleted from the Code altogether, but if the Ministry of Justice is

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<sup>1</sup> <https://www.gov.uk/claim-compensation-criminal-injury/update-claim>

not minded to do so, we suggest that the reference to the 10-day response period should be removed.

We remain concerned that the current signposting to legal advice/assistance and further information on eligibility for legal aid is ineffective. It would be helpful for the signposting to include information on how to find a solicitor who can provide information on eligibility for legal aid. It is unlikely that the information available on Gov.uk will be sufficiently tailored to inform the applicant whether they are eligible, and it is not possible to find a solicitor who carries out legal aid work via the Law Society's "Find a Solicitor" function.

We hope that our comments prove useful.

Sincerely,

A handwritten signature in cursive script that reads "Ana Ramos".

Ana Ramos  
Legal Policy Officer