

LTB 113/25

13<sup>th</sup> June 2025

Dear Colleagues,

## **Royal Mail Group Dog Attack Compensation Scheme - A reminder of the Scheme**

Branches will recall several recent LTBs issued in terms of the wider work of the CWU around seeking to reduce dog attacks and incidents, including joint work with Royal Mail via the National Joint Dog Awareness Working Group.

Whilst the union's focus remains on seeking to prevent dog attacks on our members, and we will shortly be reporting to Branches on this year's Royal Mail/CWU Dog Awareness Week and linked activity planned for late June, we are also mindful that many of our Branch Reps and members are unaware of the RMG Dog Attack Compensation Scheme.

If an individual is sadly injured and off work sick as a result of a dog attack, benefits are available under the compensation scheme, which applies to all within Royal Mail and Parcelforce. The scheme pays compensation amounting to the difference between full rate sick pay and an individual's average weekly earnings over the previous 13 weeks prior to the dog attack incident.

This is paid out regardless of any personal injury litigation compensation which may be recovered by the union's solicitors acting for the member.

The current Dog Attack Compensation Scheme claim form is attached.

The RMG Dog Attack Compensation Scheme conditions are:

- 1 week minimum sick absence must be incurred in order to qualify to submit a claim.
- A maximum of 13 weeks average earnings will be paid out whilst an individual is off work sick following a dog attack.
- Christmas and summer pressure periods and annual leave periods will be excluded from the average earnings calculation.
- Applications under the compensation scheme need to be submitted within a month of the dog attack.

Also attached is the RMG 'Victim Support Guide', which sets out help at hand for individuals who are attacked by a dog, alongside other information on options available to the Police to deal with the crime.

We have also included with this LTB a leaflet entitled '*Help! I've been bitten by a dog!*', which was jointly produced by the CWU together with Liverpool University and the NHS, under the

heading of the Merseyside Dog Safety Partnership. This leaflet was first published back in 2021, but it remains relevant and seeks to offer some additional advice following a dog attack.

The final attachment is the CWU LS3 Form, and the accompanying LS18 document. If a member is injured following an attack, the LS3 Form can be completed and submitted to the union's Legal Services Department, who will instruct the union's lawyers to investigate and consider making a compensation claim.

Alongside the above, the following further steps need to be taken following a dog attack: -

- Report all dog attacks to your local manager (so the relevant actions can be taken, including the suspension of deliveries, and so that the Offsite Risk Assessment (ORA) is updated).
- Record all dog attack injuries on 'ERICA'.
- Report all dog attacks to the Police and get a 'Crime Number'.
- Report all dog attacks to the Local Authority Dog Warden or officer responsible for Dog Nuisance and Anti-Social Behaviour issues.

In setting out the above, we would further advise that if victims are asked by the Police to agree that the dog owner can be dealt with via an 'Informal Warning' or 'Community Resolution' without recourse to formal criminal justice sanctions, they should not agree to this. This advice is based on a number of members who have agreed to such sanctions shortly after a dog attack but have later changed their mind and have been prevented from allowing the matter to be taken further via a formal prosecution of the dog owner.

Being subject to a dog attack is a very distressing matter and undertaking the above may equally seem daunting, so members are reminded to always seek the direct support and assistance from their Branch, including their local Workplace Safety Rep and Area Safety Rep.

Any enquiries in relation to the content of this LTB should be addressed to the DGSP Department.

Yours sincerely,



Andy Furey  
**Acting Deputy General Secretary (Postal)**

# Dog Attack Compensation Scheme - Claim Form

Please complete Section A of the form and return to HRSC Attendance Team electronically or alternatively mail to Attendance Management Team, HR Services, Pond Street Sheffield, and S98 6HR. If you are too ill to complete the form, your manager may complete it for you.

Payment will be delayed if this form is not returned promptly. The deadline for making a claim is 1 month from the date of the attack. Claims made after this time will be invalid. Successful claims will only be paid from the 8<sup>th</sup> day of absence following the attack.

## Section A

Employee name:		Employee pay number:	
Office and function:		Grade:	
Date and time of attack:		First date of absence as a result of the attack:	
Number of weeks annual leave taken in the 13 weeks prior to the attack			
I certify that the information I have given on this form is to the best of my knowledge correct.			
Signed:		Date:	
Authorising manager's name:		Contact number:	
Authorising managers email address:			

## Section B – completed by HRSC Attendance

Total of Non-basic earnings for last 13 weeks, excluding any weeks during December					
Scheduled attendance	Overtime	NDA	Saturday Premium	Other	Total
13 weeks from					
To					
Administrator's name:				Date:	
Contact number:					

## Section C – completed by HRSC, Attendance Quality Control

Calculation checked by :	Date:
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Document Title	Version	Date Issued	Review Date	Author	Location Stored
Dog Attack Compensation claim form	05.0 - October 2021 amended to include PFW	October 2021	October 2022	Attendance Management Team	PSP Policy & Information site

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# Victim Support Guide

## Post-incident support following a dog attack.

### Help is at hand:

Dog attacks can have life changing consequences even where the injury does not look physically severe. We understand that any dog attack is a traumatic event, and it's important you have immediate and longer-term wellbeing support.

You can contact the Help@hand team who can provide you with immediate wellbeing support any time, day, or night. Download Help@hand and register using code 164003 or call them on 0345 266 5060.

Immediate critical incident support is also available to you – either in person or telephonic support. Your manager can arrange this by calling the Employee Assistance Programme on 0345 266 5060 and selecting option 2. Your manager can also arrange for you to be referred for an Occupational Health assessment to support any longer-term implications.

**Help@hand is a confidential service** which provides you and your immediate family\* with fast, direct access to health and wellbeing support through one easy to use App, including:

- **Remote GP service** – unlimited number of free video consultations with private GPs 24/7, 365 days a year.
- **Physiotherapy** – up to eight free physiotherapy consultations per year
- **Mental Health Support** – unlimited mental health support consultations
- **Employee Assistance Programme (EAP)** – free, independent, and confidential support 24/7 with emotional and practical issues, financial and legal guidance.
- **Consultant appointments** – for a medical second opinion

### Health Hub

For all **Health & Wellbeing** resources, go to the new **Health Hub** – your one stop shop for everything health & wellbeing related. Access the Health Hub via the People App ('my health & wellbeing' tile) or [www.myroyalmail.com/yourhealthhub](http://www.myroyalmail.com/yourhealthhub)

*\*Employees and their partner can access all Help@hand services. Children are eligible to access remote GP and medical second opinion services via their parent up until their 18th birthday, and directly after their 18th birthday until their 24th birthday if in full-time education. Children over 18 can also directly access Life, money, and wellbeing support.*

### Options available to the Police to deal with the crime.

There are a range of options (often referred to as disposals) to deal with a case, some of which may or may not be appropriate or applicable in any given set of circumstances. It is important that you understand the options available before you agree with the suggested actions being proposed. **If you do not agree with the actions being proposed or if you are unsure what to do, you should discuss this with the Police AND take advice from Royal Mail's Security Team.** To contact Royal Mail Security and Resilience please visit our Security Portal: Internal – [www.royalmail.com/all-eyes-on-security](http://www.royalmail.com/all-eyes-on-security), External – [www.royalmail.com/report-a-crime](http://www.royalmail.com/report-a-crime) or alternatively call the Security Helpdesk on 0207 239 6655 and an advisor will arrange for someone to call you back.

NB: If you agree to a proposed course of action, you will not be able to change your mind later. Agreeing to this action may also prevent taking any of the other actions listed below by the police or the Royal Mail. For example, if you agree to a Community Resolution, Royal Mail cannot start a private prosecution.

1) You should be consulted **BEFORE** the police issue a community resolution (or other alternative to prosecution) and your views considered prior to any disposal being issued

2) You do not have to consent to a Community Resolution and should not feel pressured to accept one.

3) If you are unhappy with the decision, you can ask for a VRR (Victims Right of Review); this scheme gives victims the right to ask for a review of a police decision not to charge a suspect. You must request a review within three months of the police decision not to charge. You can find details on how to apply for this on the individual Forces website or for CPS reviews via this link [Your reason for contacting us | The Crown Prosecution Service \(cps.gov.uk\)](#).

Nb In some cases VRR may not technically be available (each Force will stipulate the conditions) however this doesn't stop a victim writing to the Police and saying they are unhappy with the decision and request that the original decision be reviewed.

4) You can write to your local MP to ask for their support if you are unhappy with the decision of the Police or CPS, this should be done at the same time as requesting the VRR if you wish to do both. A letter template letter is available to support you with this.

### **Options/disposals available**

**Warning Letter** – This will warn an offender of the consequence of a further incident giving them the opportunity to take measures to prevent re-occurrence. It can be presented to a court if further action is taken in the future.

**Acceptable Behaviour Contract (ABC)** – This is an agreement between the Police or Council and offender by which the offender agrees to certain things. Where an offender fails to abide by an ABC this can be used as evidence in any future proceedings. Failing to comply with an ABC is not a criminal offence.

**Community Resolution (CR)** – is a written agreement between the police and the offender. The agreement will contain one or more requirements aiming to prevent further incidents in the future, such as getting a letterbox cage or erecting a new fence. In the event the offender does not comply with the conditions, the police may (but often do not) decide to commence criminal proceedings against the offender for the original offence.

As a condition of a CR, the police may require the offender to attend a Responsible Dog Ownership Course provided by Blue Cross – available in some Force areas. This forms part of an out of court disposal and is mandated as one of the conditions of the outcome. There is a requirement to attend, the aims of the course are:

- To increase knowledge and awareness
- To enhance attitudes towards dog legislation, safety and improve awareness of animal welfare and behaviour
- Expert support for attendee and their dog with practical advice

It is a three-hour online course that must be paid for by the offender.

**Community Protection Warning (CPW)** – a letter will be sent outlining what action the offender is required to take or stop within a set time. This is an opportunity to modify behaviour without any formal sanctions being taken and can include conditions like lead/muzzle etc and securing the property or garden to prevent dog escaping. If a CPW is not complied with then it can escalate to a Community Protection Notice (CPN) (see below).

**Community Protection Notice (CPN)** – This is a statutory notice served on the offender. The Police can use these where an offender has failed to take account of a warning letter or ABC. Police can specify activities which must be undertaken such as securing the dog, fitting a letterbox guard, fixing locks to gates, etc. Failure to comply with this notice is an offence and can result in prosecution or a fixed penalty notice along with seizure of property (including the dog).

**Police Caution** – This is usually given to offenders for low level offences where there is no recent offending history and there is a low risk of re-offending. A caution can only be given in cases where an offender admits the offence. In addition to a formal warning the offender will have their fingerprints, photographs and DNA taken and placed onto the National Database and Police National computer.

**Conditional Caution** – This is the same as a Police Caution but has the option for the Police to add conditions. This might include a small compensation award for personal injury/damage to clothing or an activity that the offender must undertake. A conditional caution may also include Restorative Justice.

**Restorative Justice (RJ)** – this gives the opportunity for people harmed by a crime and the people responsible for the harm to share how the crime has affected them. The communication can be a face-to-face meeting or a letter, recorded audio interview or video. The process will only take place if both victim and offender want it to. Restorative justice is completely voluntary for all those taking part. Trained facilitators assess risks and make sure that the process is safe for everybody involved. If the offender fails to comply with the requirements of the Conditional Caution, it will be rendered void, and a prosecution will commence.

**Control/Destruction Order** – This is a civil action taken in the Magistrates Court. A court will consider whether a dog should be kept under proper control or destroyed (in rare cases). The court can order various control methods. The

owner may also be disqualified from owning a dog. A person subject to an order who breaches it can be fined up to £1000. Use of this varies across Police Force/Local Authority areas and may not be available in your area. To be successful, it must usually be shown that there were previous incidents involving the same dog.

**Prosecution** by the Police and Crown Prosecution Service – The case will go to court. The offender will have an opportunity to plead guilty or not guilty. In the event the offender is convicted, he/she will be sentenced to a fine, a community order or, in very serious cases, an immediate or suspended prison sentence (depending on the seriousness of the offence). The court can also award compensation to the victim. Finally, the court may disqualify the offender from owning a dog and/or destroy the dog (in rare cases) or order various conditions to ensure that the dog be kept under control.

**Victims Right to review (VRR)** – this scheme enables victims of crime to seek a review of certain decisions made by the police or Crown Prosecution Service (CPS) not to start a prosecution.

**Local MP** – you can write to your local MP to ask for their support if you are unhappy with the decision of the Police or CPS, this should be done at the same time as requesting the VRR if you wish to do both. A letter template letter is available to support you with this.

**Private Prosecution.** If the police fail to start criminal proceedings, and the incident is deemed sufficiently serious, provided there is enough evidence and it is right to do so, Royal Mail will commence a private prosecution against an offender. In the event of a conviction, Royal Mail will seek compensation for any injury caused. NB Royal Mail will not be able to commence a prosecution if the victim agreed to an alternative course of action with the police.

**Civil Action for Compensation.** This is an action commenced, usually in the county court for compensation as a result of any injury. Compensation awarded in the civil courts will be greater than an award in the criminal courts. Neither the police nor Royal Mail can commence civil proceedings on behalf of a victim. It is for the victim to commence these proceedings. Civil proceedings can be taken in addition to any of the above options.

# Help!

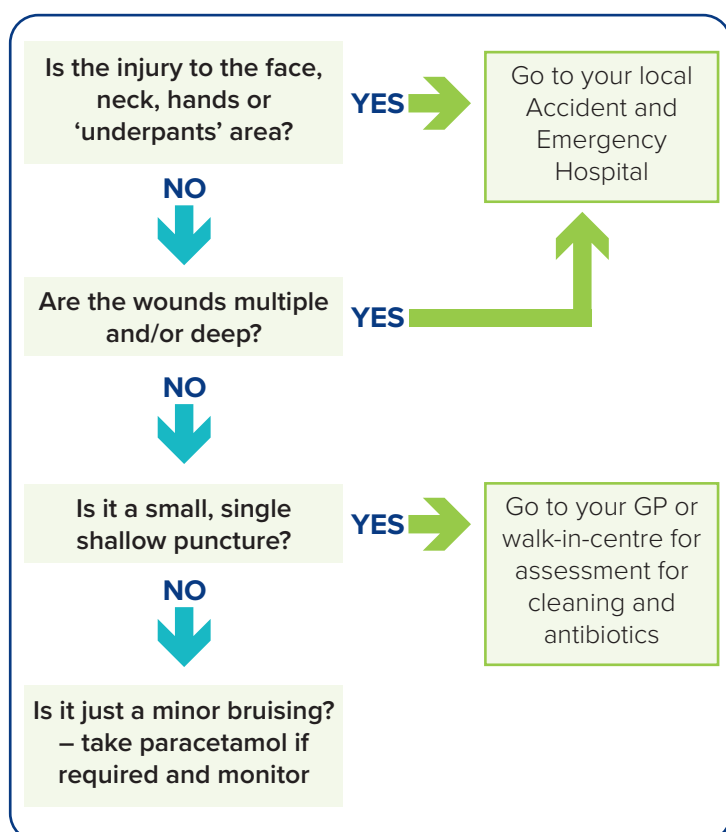
## I've been bitten by a dog!

It's important that any animal bite is treated properly, so use this handy guide to know what to do if you have been bitten by a dog.

### 1. Seek medical attention if required.

- If you are seriously hurt and require emergency urgent assistance, please call 999.
- All wounds may become infected** and require cleaning:
  - clean the wound immediately by running warm tap water over it for a couple of minutes – it's a good idea to do this even if the skin doesn't appear to be broken
  - remove any objects from the bite, such as teeth, hair or dirt
  - encourage the wound to bleed slightly by gently squeezing it, unless it's already bleeding freely
  - if the wound is bleeding heavily, put a clean pad or sterile dressing over it and apply pressure
  - dry the wound and cover it with a clean dressing or plaster
  - take painkillers if you're in pain, such as paracetamol or ibuprofen – children under 16 years old shouldn't take aspirin

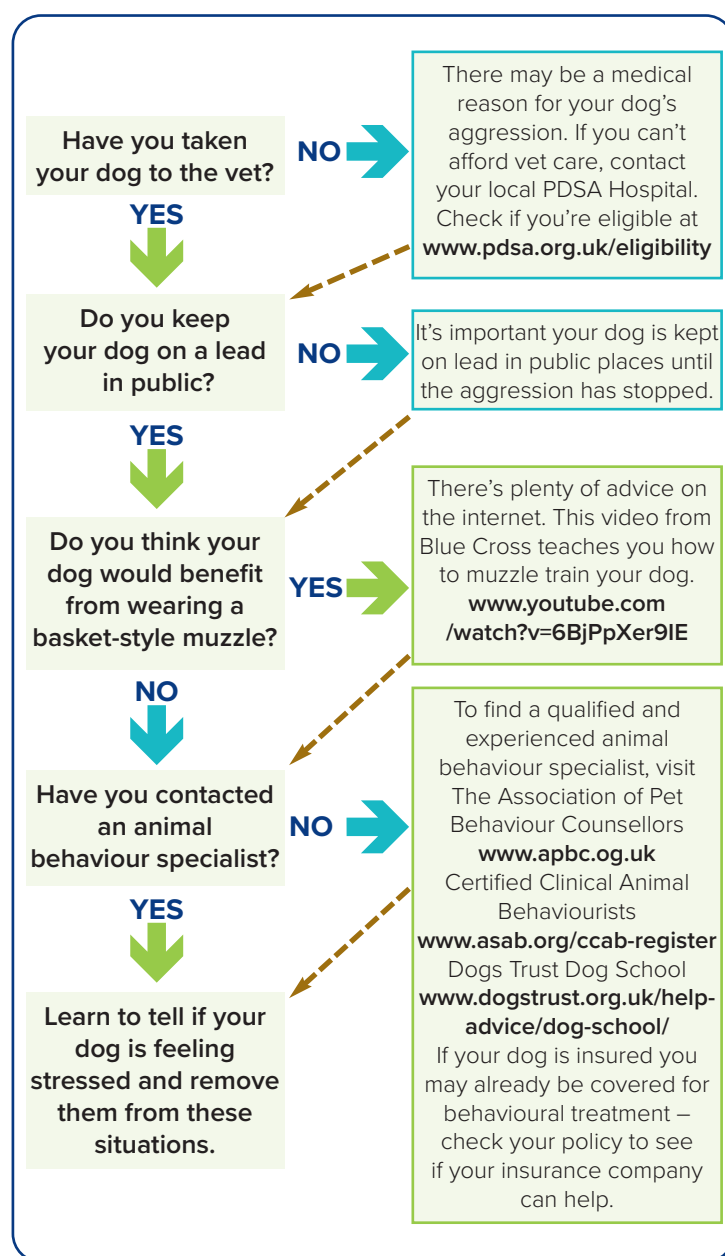
Follow the guide below to see whether you need further medical treatment.



### 2. Advise the owner to seek behavioural help for the dog

If the dog belongs to you or a family member or friend, help is available. Aggression towards people is a serious behavioural problem, that will only get worse without treatment.

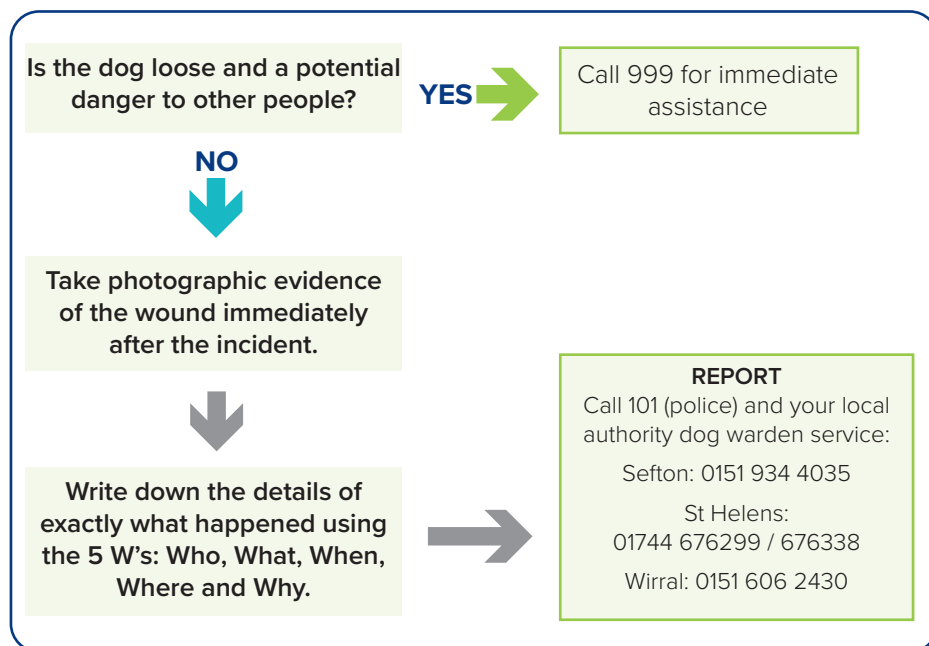
Give them this advice:



### 3. Report the bite.

So we can prevent dog other bites from happening, it's important that all dog bites are reported.

Remember, you can remain anonymous if you'd prefer not to give your name.



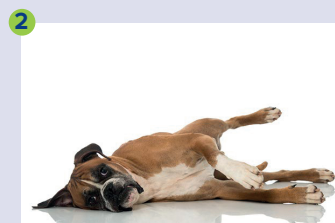
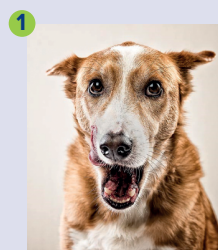
### WHY DO I NEED TO REPORT IT?

- The dog may go on to bite somebody else, including a child, and you could have prevented this if you had reported it.
- In order to better understand and prevent dog bites from occurring, we need to collect data about incidents.
- It is an offence for a dog to bite or make a person feel threatened (the dog does not have to actually bite someone) in both a PUBLIC or PRIVATE place, including inside the dog's home.
- Police and local authorities will investigate and will give helpful advice to prevent it happening again.

For useful legal advice about dog bite incidents please see [www.doglaw.co.uk](http://www.doglaw.co.uk)

### DOG RULES

- If you are going to touch a dog then remember that dogs prefer to be stroked gently than being kissed and cuddled.
- Learn the body language and communication signs that a dog is unhappy or frightened, for example:
  - 1 Excessive yawning, licking lips, ears lowered, eyebrows furrowed
  - 2 Raising a paw, exposing under belly
  - 3 Crouched, tail low, head low, whites of eyes
- Never leave dogs and children unsupervised.
- Use baby gates to separate dogs from people at times when they're likely to get over-excited.
- Never touch a sick or injured dog or one that is tied up.
- ALWAYS ask the owner before approaching a dog you don't know.
- Never take food or toys from dogs or physically wake them when they're sleeping.
- If you can't avoid a dog then never rush up to a dog; always approach them slowly.
- Approach dogs sideways and avoid staring at them.
- Never try to break up a dog fight with your hands or body.
- Dogs should get used to different people and other animals while young.
- Dogs should be taken to training classes..



Useful educational resources on dog communication and body language are available here:

**PDSA 'Canine Communication' Schools Workshops** – [www.pdsa.org.uk/education-centre](http://www.pdsa.org.uk/education-centre)

**An interactive app** – [www.dogdecoder.com/](http://www.dogdecoder.com/)

**Blue Cross website** - [www.bluecross.org.uk/pet-advice/be-safe-dogs](http://www.bluecross.org.uk/pet-advice/be-safe-dogs)

**Dogs Trust 'Be Dog Smart' Programme** – [www.learnwithdogstrust.org.uk/free-learning-resources/community-education/be-dog-smart/index.html](http://www.learnwithdogstrust.org.uk/free-learning-resources/community-education/be-dog-smart/index.html)

**The Blue Dog Project** – [www.thebluedog.org/en](http://www.thebluedog.org/en)

**Dr Sophia Yin** - <https://drsophiayin.com/blog/entry/free-downloads-posters-handouts-and-more/>

**RSPCA Understanding dog behaviour** - <https://www.rspca.org.uk/adviceandwelfare/pets/dogs/behaviour/understanding>



**NOT TO BE USED WHEN REPORTING OFFENCES TO BE CONSIDERED UNDER  
THE DRIVERS PROTECTION SCHEME / ROAD TRAFFIC ACT PROSECUTION**

CWU Ref:	Branch:
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**COMPLETE AS MUCH OF THIS FORM AS YOU CAN AND SIGN IT ON THE BACK  
PART 1: PERSONAL DETAILS – PLEASE COMPLETE EVERY SECTION**

Surname ..... First Names .....

Address ..... Telephone No. ....

..... Membership No. ....

..... National Ins. No. ....

Postcode ..... Date of Birth .....

 Employer: ☐ BT ☐ RM ☐ Parcel Force ☐ Counters ☐ Quadrant  
☐ Other (specify) ..... Were you ☐ On Duty ☐ Off Duty

Employer's Address .....

Payroll No./EIN No./OUC Code. ....

Grade / Job Title .....

Pay Group Address .....

Is the claim made on behalf of a Dependant? ..... If so; please complete this section:

Dependant's surname ..... First Names .....

Relation to Member ..... National Ins. No. ....

Employer's Name ..... Date of Birth .....

Address ..... Name of Union .....

(if none state 'none')

**PART 2: INJURIES AND MEDICAL TREATMENT**

Brief details of injuries .....

Have you fully recovered? ..... If Yes, how long did recovery take? .....

Are you now carrying out your pre-accident duties? .....

If NO, what are your continuing symptoms? .....

If the injuries are visible, e.g. cuts, bruises, scarring etc. please take some photographs.

Photos attached ☐ Yes ☐ No ☐ To follow

Name and address of injured person's General Practitioner together with name and address of Hospital and Consultant if attended and outpatient No. ....

Date commenced sick leave and resumption of duty if known .....

Has the accident been registered with the Department for Work and Pensions    Yes ☐    No ☐

Address of Department for Work and Pensions .....

.....

.....

### **PART 3: THE ACCIDENT**

Date of accident .....    Time of accident ..... AM/PM

Where did the accident happen? .....

.....

.....

.....

Please provide full details of exactly how the accident happened; who do you think was to blame and why.

If the accident was caused by defective tools, equipment, defective pavement or other hazard, please give full details of the item and defect.

The more information you give, the quicker your claim will be dealt with. If there is not enough space here, please continue on a separate piece of paper and attach it securely to this form. Please supply photographs if possible or sketch plan. Attached: Yes ☐    No ☐

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Name and address of person/party considered responsible for accident.

.....

.....



Were there any witnesses to the accident?      Yes ☐      No ☐

Witnesses names and addresses .....

.....

If possible, please ask the witnesses to write down what they saw and attach the statements to this form  
Please make sure the statement is signed and dated by the witness.

Statements attached?      Yes ☐      No ☐      If YES, how many .....

## ROAD TRAFFIC ACCIDENTS ONLY

Was the accident reported to the police?      Yes ☐      No ☐

Police Officer's name/number .....

Police Station .....

.....

Were you driving:      employer's vehicle ☐      private vehicle ☐      bicycle ☐      pedestrian ☐

Your vehicle registration no .....

Your insurers (not brokers) .....

Your policy no. ....

Type of policy      Fully comprehensive ☐      Third party, fire, theft ☐

Has your vehicle been repaired?      Yes ☐      No ☐

If your vehicle has not been repaired please provide photos of the damage.

Photographs attached?      Yes ☐      No ☐      To follow ☐

Please give address where the vehicle can be inspected .....

.....

Are storage charges being incurred      Yes ☐      No ☐

Other driver's name and address .....

.....

Other driver's registration number .....

Other driver's insurance details, including policy no. ....

.....

Did the other driver say anything to you about the accident?      If YES, what did he/she say?

.....

.....

## DOG BITE CASES ONLY

Have you reported the attack to the Police? If not, please do so immediately.  
This may help your case and also prevent other people being injured.

Name and address of Owner of Dog .....

.....

Police Officer's name/number .....

Police Station .....

Do you know whether anyone else has been attacked? If so, please provide details

.....

.....

## PART 4: YOUR SPECIAL ATTENTION IS DRAWN TO THIS CLAUSE, WHICH MUST BE SIGNED.

### LEGAL COSTS

I acknowledge that the Union will be responsible for any and all legal fees connected with the investigation and prosecution of my case. However, I also acknowledge that I will be responsible for any and all legal fees connected with the investigation and prosecution of my case if:

- a) I take the case out of the hands of the Union solicitors or,
- b) My Union membership (or that of the person on whom I am dependent) lapses or,
- c) I deliberately and fraudulently deceive the Union in any material particular

I acknowledge that any such liability would only arise upon the occurrence of one or more of the above written circumstances. Details of the arrangements concerning legal costs are posted on the CWU website.

I declare that I have read the LS18 letter and to the best of my belief the information given in this form is true.  
I desire that my case be taken up by the Union and its Solicitors, whom I retain to act for me.

The services of the Legal Department are provided in accordance with the Union's National Rules:

**RULE 4.1.7** (Members Entitlements) states "*Members of the Union are entitled to receive appropriate benefits and as negotiated by the Union either nationally or locally and appropriate legal services at the discretion of the NEC in accordance with published procedures*".

### DATA PROTECTION ACT 1998

I understand that in order to pursue my claim the Union and its nominated Solicitors will have access to personal data and sensitive personal data as defined in Sections 1 and 2 of the Data Protection Act 1998.

I hereby give my express consent to the processing of that data by the CWU and its nominated Solicitors so far as it is necessary for the conduct of my claim.

Your signature .....

Dated.....

Branch Official's signature.....

Dated .....



**COMMUNICATION WORKERS UNION**  
**LEGAL SERVICES DEPARTMENT**

Dear Colleague

I am sorry to learn that you have been involved in an accident. The Legal Services Department of your Union will make every effort to ensure that you receive the best advice and assistance in pursuing a claim.

**PLEASE READ THIS ENTIRE LETTER CAREFULLY.** It contains important information about your entitlements. Your Union will assist you in pursuing a claim for compensation if you are involved in an accident at work and whilst not at work.

**SECTION 1**

All benefits and services are provided at the absolute discretion of the National Executive Council and/or its duly appointed Legal Officer in line with CWU National Rule 3.2.4 and Rule 4.1.7. Members and their dependants qualify for free legal advice and representation, where appropriate. Assistance will only be provided if you co-operate fully with your Branch, Union Headquarters and the Union's law firm, Unionline.

It is your responsibility to ensure that your Claim Form arrives at the Union's Legal Services Department and that you receive a written acknowledgement.

If you move from the address given in the Claim Form, you must notify, in writing, both Union Headquarters and your Branch of your new address.

If you leave your employment, you must remain a member of the Union, failing which, the Union cannot continue to support your claim.

Never volunteer for medical retirement. Seek advice from your Branch, or, Union Headquarters.

**SECTION 2 - PERSONAL INJURY THIRD PARTY CLAIM (CLAIM FOR DAMAGES)**

To recover damages, we must prove that someone else was at fault. If you wish to pursue a claim for damages, please complete an LS3 Claim Form and return it to your Branch, as soon as possible. Your Branch, in turn, will send the Claim Form to us, which, then, will be passed onto the CWU's law firm, Unionline, and they will investigate the merits of a claim for compensation. **REMEMBER, it is your responsibility to ensure that the Claim Form arrives in the Legal Services Department.**

### **SECTION 3 - ACCIDENTS AT WORK - MEMBERS & DEPENDANTS**

- (a) Make sure your accident has been recorded on your employer's accident reporting system. If it has not been done, do so now.

**(b) INDUSTRIAL INJURIES DISABLEMENT BENEFIT**

This is a State Benefit. To make a claim, you must contact the Department for Work and Pensions, Industrial Injuries Disablement Benefit Centre for your area and request Form BI 100A. Make sure you let your Branch have a copy of any Notice of Assessment that you receive from the Department for Work and Pensions.

- (c) **CWU members only** may also be able to make a claim under either of the following two schemes.

**(i) ROYAL MAIL GROUP PERSONAL INJURY COMPENSATION SCHEME (ACCIDENTS AT WORK)**

This is an in-house scheme provided by the Royal Mail Group and is designed to compensate employees that suffer a significant permanent physical or psychiatric disability, as a result of an accident at work. The scheme operates as a last resort and compensation will only be considered (subject to the terms and conditions of the scheme) when all other possible avenues of compensation have been exhausted and have been unsuccessful. Claims must be registered with Royal Mail within 6 months of the date of the accident. For further details, contact your Branch.

**(ii) BT GROUP PERSONAL ACCIDENT SCHEME (24 HOUR COVER)**

This is an in-house scheme provided by BT. Claims are processed via an insurance company appointed by BT and claims must be registered with them within 2 years of the date of the accident. For further details, contact your Branch.

### **SECTION 4 - ACCIDENTS (NON WORK RELATED)**

If you or any of your dependants are injured, as a result of an accident whilst not at work, including road traffic accidents, please complete an LS3 Claim, as above, and return it via your Branch.

### **SECTION 5 - CRIMINAL INJURIES COMPENSATION SCHEME/IN-HOUSE BANDIT ATTACK SCHEME**

If your injuries are as a result of a criminal assault, you must complete an LS7 Form and return it via your Branch. You must also notify the Police immediately of the incident. Further details on the above can be obtained from your Branch, or, the Legal Services Department at Union Headquarters.

**For Branches/Members based in the Channel Islands and Isle of Man, please contact CWU Legal Services in the normal way.**

Yours sincerely,

**Legal Services Department**

17.12.2024