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MARCH 2026




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# FACING THE FUTURE OF POLICING TOGETHER



By Trystan Bevan, chair of North Wales Police Federation

As always, this publication is an opportunity to reflect on the issues affecting us all, share important updates, and highlight the people and work that make our policing what it is.

As we look ahead to the coming months, it's clear that policing stands at a critical crossroads. The recently published government White Paper sets out a vision for reform, and while there are encouraging elements, it also raises important questions about what policing will truly look like in the years to come. Change is inevitable, but the direction and impact of that change will depend heavily on how well the voices of frontline officers are heard and represented throughout the process.

There are positive signals within the proposals - recognition of the challenges facing the service, commitments to modernisation, and an emphasis on efficiency and public trust. However, there remains uncertainty around how these ambitions will translate into reality on the ground. What will day-to-day policing feel like for officers? How will workloads, resources, and officer wellbeing be affected?

At times like this, it becomes even more important that we stand together and ensure

that the lived experience of officers is not overlooked. Policing can take a toll on mental health, and no officer should feel that they are facing those pressures alone.

Support is available, and I would strongly encourage anyone who is struggling to reach out - whether that is through internal wellbeing services, the Federation, or trusted colleagues. Looking after each other must remain a priority, not just on difficult days, but every day.

A key part of ensuring that officers are supported and heard lies in strong and effective representation. Currently, we face a pressing need for more representatives from across the ranks. These roles are vital to shaping the future of policing within our force and beyond, yet we still have vacancies to fill. I cannot stress enough how important it is for officers to consider stepping forward.

If you have ever thought about getting involved, now is the time to act. Your voice matters, and it deserves to be heard.

I am delighted to welcome Lucy Cooper to the North Wales Police Federation office as a new member of staff. Lucy will play a key role in supporting the Federation's work moving forward. Please turn to Page 6 for a

full feature on Lucy, giving members the opportunity to get to know her better.

Finally, turning to pay and conditions, the Federation's response to the Police Remuneration Review Body (PRRB) remains a key focus of our work. We are supporting calls from the Police Federation of England and Wales (PFEW) for a sustained, multi-year approach to police pay, including a proposed seven per cent uplift in each of the next three years.

Frontline officers continue to operate in increasingly complex and demanding environments, facing sustained pressure, rising workloads, and regular exposure to violence. Despite this, many feel that pay has failed to keep pace with the realities of the role, following more than a decade of real-terms decline.

We believe that a multi-year settlement is a vital step in restoring police pay, improving morale, and supporting both recruitment and retention across the service.

Thank you, as always, for the work you do every day. I encourage you to stay engaged, look out for one another, and continue to play your part in shaping the future of policing.

## BEN FUND 'AMNESTY': FAST-TRACK ACCESS TO HEALTH AND WELLBEING SERVICES

North Wales Police Federation members can take advantage of a limited-time opportunity to access health and wellbeing support.

The Ben Fund has announced a 'membership amnesty' for officers and staff.

It means that new members signing up to the Ben Fund in April and May will be able to bypass the usual 12-month qualifying period and immediately access a wide range of physical, mental, and financial wellbeing services.

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# FED REP KRIS FOCUSED ON SUPPORTING SUPERVISORS TO STRENGTHEN THE FORCE

Supporting supervisors in order to help the Force continue to improve is at the heart of Kris Williams's approach to being a North Wales Police Federation rep.

A detective inspector, Kris is just over a year into being a Fed rep, and he has a clear sense of where he can help to make a difference.

"For me, the key part is that I want to contribute to the organisation by supporting supervisors to manage their staff," he said.

"It's helping them to understand that is what you can do to support their staff, and the processes around that."

Kris, who has nearly 25 years of policing experience under his belt, transferred to North Wales Police from Greater Manchester Police around five years ago.

**A lot of the time, it's a case of looking at the regs, looking at force policy, and then applying common sense.**

And while some officers feel a calling to become a Federation rep, Kris only looked into it after being told by a colleague he would be suited to the role.

"I didn't set out wanting to be a Fed rep," he said. "A colleague approached me and said, 'have you considered being a Fed rep?'"

"He said I was level-headed, sensible and approachable, which was nice to hear.

"It did make me stop and think because it wasn't something I'd considered before."

For Kris there were a few things to consider before he agreed to become a rep, including concerns about taking on the extra work and how being a rep might be perceived by senior leaders.

Kris continued: "I did have reservations about the additional work.

"And the perception of you because you're talking about representing your colleagues and potentially arguing their case with bosses.

"I had a chat with my colleague and it was clear it's all very professional, and they understand that you're there to do a job. I felt more comfortable."

He officially became a Fed rep around a year ago, completing his training last summer.

There was an initial nervousness, as



Kris Williams

there can be for many new reps

"You do the initial course, you go through the regulations and think it all makes sense," he said.

"Then when you're faced with a real situation, you start thinking are we right about this?"

"But a lot of the time, it's a case of looking at the regs, looking at the force policy, and then applying common sense.

"It's about getting the member's point across while respecting the fact that we all work for the same organisation and we're giving our time to do this role part-time."

As a detective inspector himself, he sees part of his role to represent detectives and inspectors, two groups he feels can sometimes be underrepresented.

Kris said: "Detectives, certainly, and inspector rank as well, we're a bit thin on the ground. So there's a responsibility there."

Indeed, Kris recognises the challenges supervisors face, particularly sergeants.

He said: "Sergeants are really under the cosh at the moment. Every time something new comes along, it feels like it lands on the sergeant's desk. Very little ever gets taken away.

"We've got younger sergeants than ever

before, some stepping into temporary roles very early in their careers.

"There's still a bit of a hangover from Covid, too. People joined in very unusual circumstances.

"Training was online, there was no nighttime economy and statements were taken over the phone.

"There was limited exposure to the full breadth of policing."

He added: "I think some younger or temporary sergeants worry that if they make the wrong decision, they'll be reverted.

"I've found that's not the case. The organisation is far more focused on learning. Unless something is reckless, they'll be supported."

And it is because of these challenges that Kris wants to help supervisors, and ultimately the Force.

"When I joined policing, sergeants were avuncular figures who carried a degree of respect, and kept everything working through the night," he said.

"If I can help supervisors feel more confident, supported and informed, that benefits everyone, that includes officers, victims, and the organisation as a whole."

**If I can help supervisors feel more confident, supported and informed, that benefits everyone, that includes officers, victims, and the organisation as a whole.**

# NEW YEAR, NEW START: MEET THE BRANCH'S NEW ADMINISTRATOR



New administrator Lucy Cooper

It's been a few months since Lucy Cooper joined North Wales Police Federation as its new administrator, and she is not looking to ease herself into the role.

Lucy officially started on Monday 5 January, marking what she describes as a 'New Year, new start, new job, new me' moment.

On top of supporting the Federation reps, organising training, and keeping on top of the paperwork, she has also been busy redesigning rooms, building furniture, and even perfecting her latte art.

"I'm absolutely loving it," she said. "The work is really interesting, the systems are easy to use, and the team are just amazing."

"We're a small team of five, but everyone is so welcoming and supportive."

**Dealing with people has always been part of my working life.**

Before joining the Federation, Lucy worked at a GP surgery in North Wales.

This came after working in the hospitality industry, including 10 years managing the reception and reservations at a hotel.

The customer service and people management experience she has built have naturally translated into her new role.

"I've always worked with people," she said. "I started working when I was 14 in my mum's curtain shop, then I worked as a cleaner on weekends and school holidays, in restaurants, the hotel, and eventually at the surgery."

"Dealing with people has always been part of my working life."

Now aged 34, Lucy said the skills she has built up are particularly valuable in a Federation environment, where members often make contact during difficult or highly pressured moments.

She said: "When our members come to us for support for something at work or in their personal life, being able to listen, reassure them, and make sure they're passed to the right rep is really important. I

“When our members come to us for support for something at work or in their personal life, being able to listen, reassure them, and make sure they’re passed to the right rep is really important. I feel like those customer service skills really matter here.”



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Lucy’s move to North Wales Police Federation came at a time when she was ready for change.

After deciding it was time to leave her previous role, she applied for several jobs before spotting the branch administrator vacancy online.

That interview with assistant secretary Sam Roberts left a lasting impression.

“I was so nervous,” Lucy said. “But she was great, and I came away thinking it had gone really well.

“The communication afterwards was also brilliant. It made me feel that even if I didn’t get the job, this was an organisation that genuinely cared about people.”

Lucy got the job, and she said those first impressions have only been reinforced.

“It definitely feels like the right place for me,” she said.

Lucy’s work includes managing paperwork for reps, logging and forwarding member enquiries, and supporting with the smooth running of branch activity.

She said: “It’s making sure enquiries go to the right people quickly and efficiently.”

Branch chair Trystan Bevan has looked

to transform the office into a more welcoming space for members who want support and for reps to carry out their work.

And Lucy has been at the centre of that change.

She said: “One of the conference rooms has been turned into a comfortable seating area.

“I’ve been decluttering old paperwork and redesigning another room upstairs so reps have a warm, friendly place to work.

“I became Bob the Builder one day and built two sofas and two tables.

“We want members and reps to feel like they can come here, have a coffee, get advice, work, or just take a breather if they need to.”

And yes, the redesign does include a new coffee machine.

Lucy said: “I make a very good latte now. I can add barista to my CV - it is going to be full of new skills from this job.”

Lucy said that a key priority is to help the branch expand its network of workplace reps. Currently, the branch has around eight

rep vacancies to fill, and Lucy is keen to make the process as accessible and appealing as possible.

She explained: “We haven’t got all of our rep positions filled, so we’re trying to get more on board.

“If any members would like more information about being a rep, or if it’s something they’ve thought of but haven’t committed to, we’d be happy to speak to them about what it involves.”

Another of Lucy’s roles is to help branch representatives gain access to training, such as their rep, PIP, and conduct courses.

She said: “I’m trying to make it easier for them to see what courses are available, when they are, and if they want me to book them on so it’s one less thing for them to have to worry about.

“Hopefully it helps reps feel supported and confident, and it means our members get the best possible advice and representation.”

She is also developing the idea of a rep starter pack, a clear, accessible set of information for anyone thinking about becoming a rep.

“If people have questions or just want to know what’s involved, we want to have that information ready for them,” she said.

“Hopefully, it will encourage more people to come forward.”

Lucy said that one of the most enjoyable aspects of the role is how much she is learning.

“I didn’t really know much about policing or police regulations before this,” she said.

“It’s been really eye-opening to learn about the rules, the processes, and the realities of police work.”

That constant learning is something she values.

“I go home knowing something new every day,” she said. “No two days are the same, and that keeps it interesting.

“And it’s great to be part of the team.

“Everyone here plays a part in making sure members and reps get the most out of their Federation.”

“Everyone here plays a part in making sure members and reps get the most out of their Federation.”



The views and opinions expressed in this article are solely those of the author and are based on personal perspectives.

# NEIGHBOURHOOD POLICING AT A CROSSROADS



By Sergeant Dan Ball, North Wales Police Federation workplace representative

As many of you will know, there has been much discussion about Neighbourhood Policing recently, both internally and in the national media. This follows the introduction of hotspot policing through Op Restore and a review of Neighbourhood Police Teams (NPT), which has now been concluded.

With all this focus and attention, you would think this would be a positive time to be in Neighbourhood Policing, and that we would finally receive consistent direction to allow us to move forward and provide the visibility and service to the public that is being promoted from Westminster down to us locally. Unfortunately, this is far from the case.

Myself and others within NPT have, for a long time now, been expressing that this area of the organisation is caught in a constant struggle between the national and NPCC direction and vision coming through

Prevent, and the day-to-day reality of acting as a backstop for our massively overstretched colleagues on response and dealing with district and divisional pressures. We are teams serving two conflicting masters who are not coordinated with each other much of the time. This inevitably leads to confusion, frustration, and poor morale.

Some examples of this include:

- **A shift pattern which does not properly align with the day-to-day demands within districts.**
- **A national push for increased visibility, community engagement, and problem solving, while at a local level, NPTs are instead being tasked with volume crime, such as shoplifting. This results in PCSOs and PCs inevitably spending more time in stations completing paperwork and court files rather than being visible in their communities.**
- **NPTs being tasked via Prevent with significant work policing hotspot areas, which has demonstrated clear reductions in crime and ASB rates. However, the Home Office funding attached to this work has, in many cases, not been used to build on these gains through targeted operations, community events and engagement, or the provision of much-needed basic kit to allow NPTs to present professionally at such events. Instead, much of this funding has been used to pay overtime for Response officers, who are already close to breaking point, to remain in stations catching up on paperwork and court files.**

We also regularly hear senior officers referring to what additional tasks NPTs can now take on due to the 'significant uplift in NPT staffing'. Listening to the various ideas being discussed, you would think NPT numbers had tripled or quadrupled, rather

than seeing only a small increase of one or two PCs in most districts. These ideas and expectations are often discussed and sometimes implemented without consultation with those actually working within NPT.

This demonstrates a lack of understanding of the significant time and effort required for the multi-agency work NPTs carry out every day. This includes Red Times for mandatory patrol twice daily (six hours in total each day), intelligence development, ownership of County Lines proactive work, drugs warrants, Op Restore commitments, retail crime, community engagement and events, POP plans, enforcement of PSPO areas, building evidence for CPNs and CBOs, as well as assisting with ICAD incidents when Response have no available resources. And this is by no means an exhaustive list.

With all of this, and much more besides, now must be the time for the Force to conduct a meaningful review of NPT, which, crucially, must include input from NPT officers themselves.

This does not need to require excessive time or money and should, in fact, deliver long-term savings and efficiencies by removing duplication and conflicting strands of work. In turn, this will improve morale within teams and create a workforce that feels listened to and valued as a specialist function, rather than the current widespread feeling of not being heard, respected, or valued.

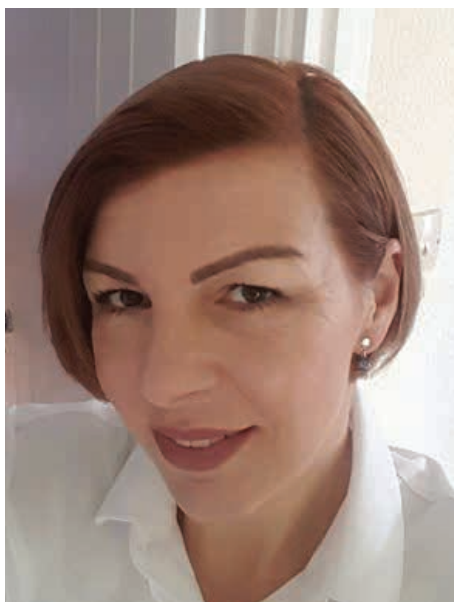
More than anything, what is needed is a single, consistent source of direction grounded in a clear, coherent vision, rather than the current situation, which unfortunately feels very much like a case of 'too many cooks spoiling the broth'.

## CLARIFICATION ON VEHICLE CAMERA RECORDING

In my last column in the Winter 2025 edition of *Your Voice*, I spoke about body-worn video in police vehicles. Following discussions with the Force, we can confirm that there was never any intention to install continuously recording cameras in vehicles. Cameras will only record when blue lights are activated.



# THIRTY YEARS IN THE POLICE. WHERE ON EARTH DO YOU EVEN BEGIN?



By Vicky Knight

I joined bright-eyed and freshly pressed, landing on the streets of Salford convinced I was about to become the next great crime fighter. My very first night shift involved a helicopter overhead, the dog unit deployed, and me legging it down back alleys after a burglary suspect - with absolutely no earthly idea what I would do if I actually found them. Arrest technique? Words of advice? A stern look? Thankfully, I never had to find out.

Back then, policing was analogue in every sense. The radios crackled and could be hijacked by local comedians breaking into the channel - they had all the reliability of a kitchen toaster. We had no sat-nav, no mobile phones, and certainly no 'quick Google'. You either knew your patch, or you didn't - and woe betide you if you took a wrong turn and had to admit it over the air.

Within my first couple of years, I'd shut down a precinct because someone handed me an unexploded First World War shell (as you do), responded to every complaint imaginable, and perfected the art of looking confident while having absolutely no idea what was going to happen next.

Then there was the infamous 'thief on a roof' incident. A dramatic call. Urgent response. Local youths pointing helpfully

toward a building. Two officers - me included - charging heroically forward, straight into a suspiciously leaf-covered pond and freezing water. The only criminal act that day was the assault on our dignity. The youths, I'm pleased to report, survived the laughter.

And let's not forget the uniform. I remember being issued a wooden-handled baton, handcuffs, and - yes - a police-issue handbag. A handbag. Which I used, proudly. Practicality over pride. It carried everything: notebook, pens, odds and ends, and, crucially, lip gloss. Operational readiness comes in many forms.

**I remember being issued a wooden-handled baton, handcuffs, and a police issue handbag.**

After cutting my teeth on foot patrol, I achieved the holy grail of early service - the driving course. Back then, you had to prove you were steady enough before being trusted with a set of keys. It was a badge of honour. Today, I suspect the car has more computing power than the entire station has.

Then came the mounted unit - every horse-mad girl's dream realised. Five glorious years atop several tonnes of calm authority. Football matches, protests, riots, city centre events - all handled from the saddle. There is nothing quite like being the visible face of policing while sitting on an animal that could, if it chose, ignore absolutely all your instructions. Thankfully, they rarely did. The public loved the horses, but complaints came in abundance about the mess they left in their wake.

**Within my first couple of years, I'd shut down a precinct because someone handed me an unexploded First World War shell (as you do), responded to every complaint imaginable, and perfected the art of looking confident while having absolutely no idea what was going to happen next.**

Later, I moved into public protection - managing sex offenders, online investigations, the darker corners of humanity. A far cry from pond-diving and radio pranksters. By then, the internet had arrived, and crime had discovered Wi-Fi. Gone were the days of handwritten files and physically walking prisoners across the road to court with three photocopied bundles under your arm.

Transferring to North Wales was like entering a different universe. One of my first CID jobs involved a marauding goat. Not a riot. Not a burglary. A goat. My colleague calmly retrieved a bucket from the boot, shook it, and called, 'come on, goat!' The animal obediently followed him back into its field. 'Bet they never teach that in Manchester', he said. No. No, they do not.

Over time, the paperwork has multiplied, pay has shrunk in real terms, and everything has become digital, measurable, and reviewed. We used to review the weekend jobs over a brew on a Monday morning. Now, everything is scanned, uploaded, and scrutinised before you've had your first sip.

But despite the technological revolution, the essence hasn't changed. The young officers still arrive bright-faced and determined to make a difference - just as I did, clutching my baton and handbag.

Thirty years on, I've chased burglars, ridden horses through riots, fallen into ponds, negotiated with goats, argued cases to custody sergeants built like ex-miners, and survived the evolution from handwritten custody records to digital case files.

And through it all, I've learned one thing: no matter how much policing changes, it will always find new and inventive ways to keep you humble.

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# CHAIR CALLS FOR TOUGHER SENTENCES FOR ATTACKS ON OFFICERS

**T**rystan Bevan has described new figures showing widespread assaults on officers as 'shocking and unacceptable', warning they must serve as a wake-up call for both the Government and the public.

The chair of the North Wales Police Federation was responding to the latest Police Covenant annual report, which reveals that an average of 115 police officers and staff are assaulted every day.

Policing Minister Sarah Jones MP, who presented the annual report to the House of Commons, said: "The covenant sets out to ensure that members of the police workforce suffer no detriment as a result of their role."

She added: "It is my ambition, and that of the Government as a whole, that the covenant should leave the police workforce in no doubt that we are on your side and will

support you.

While he welcomed the Government's recognition of the risks officers face, Trystan stressed that stronger action is urgently needed.

He said the figures highlight the reality behind policing, pointing out that those affected are 'mums and dads, sons and daughters' who are targeted simply for wearing a uniform. He added that such violence should never be considered part of the job.

The report outlines the serious consequences of these attacks, including both immediate physical injuries and long-term psychological harm. It also warns that the true scale of the problem may be even greater due to gaps in data collection.

Despite recent changes increasing the maximum sentence for assaulting an

emergency worker to two years in prison, Trystan argued that penalties are not always applied strongly enough. He called on courts to use their full powers to send a clear message that violence against police will not be tolerated.

Efforts to tackle the issue are being coordinated nationally through Operation Hampshire, which focuses on prevention, improved reporting, and better support for officers. Meanwhile, the Police Federation's 'Copped Enough' campaign continues to push for stronger protection and tougher sentencing.

Trystan concluded that while most of the public support the police, a minority continue to commit assaults, and decisive action is needed to protect officers and uphold public safety.

Read the full story on our website.



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## DO YOU HAVE A BASIC/FREE/DIY WILL - IS THAT REALLY GOOD ENOUGH?

You might have put a **BASIC WILL** in place – **OK** - but these often just repeat what the law says anyway if it leaves everything to the surviving spouse and then the children.

What about care home fees, probate fees, bankruptcy, children of previous relationships, looking after vulnerable children or relatives, guardianship of children and grandchildren, claims against the estate by unhappy relatives, stealth taxes – the Chancellor trying to get the government's hands on your or your family's inheritance - **THERE ARE MANY PROBLEMS TO CONSIDER.**

## WHAT DO YOU NEED TO THINK ABOUT?

- **The Chancellor has abolished the planned cap on care costs, so many homes and therefore planned inheritances for children and grandchildren will continue to be lost to pay for care - can you do anything about that? We can help guide you through this complex area of law.**
- What if you or a member of your family loses the ability to make decisions for themselves due to an accident, stroke or dementia? No-one can access their bank accounts, pay bills or even decide on their medical treatment, including where and how they are treated and whether or not they have to live in a care home. These decisions are taken out of your family's hands - we can help your family have the final say through Lasting Powers of Attorney.
- What if your children divorce after your death? Do their ex-spouses receive money your children inherited from you? This can be prevented.
- Estranged children or other relatives can make claims against an estate even if you have made a Will - we can help prevent that.

- Don't leave your estate to family members with a disability or additional needs who will lose their benefits or those who are vulnerable perhaps with drugs, gambling or alcohol problems who might lose it - put it in trust for them.
- Don't give your house away, for example, to your children whilst you are alive – what if they die, go bankrupt, divorce or fall out with you? You are homeless. We can sort that out.
- Are you unmarried with a partner? Dying without a Will distributes your estate in accordance with very old law which dictates how much family members receive. Unmarried partners receive nothing and, beware, your children's inheritance is administered by their surviving parent with whom you may no longer have a good relationship.
- Have you remarried leaving children from a previous relationship? You may have stopped those children from receiving an inheritance from you – we can fix that.

## WHAT TO DO NEXT?


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# FEARS SUICIDE FIGURES ARE 'TIP OF THE ICEBERG'

**N**orth Wales Federation chair Trystan Bevan fears new figures highlighting the silent crisis of police suicide are 'just the tip of the iceberg'.

Trystan has joined the growing calls for the mandatory recording of suicides and attempted suicides.

The data from the Police Federation for England and Wales (PFEW) showed that more than 100 police officers and staff died by suicide between 2022 and 2025.

At least 70 officers have died during that time with more than 200 attempted suicides.

However, Trystan and PFEW have warned the figure could be significantly higher because there is no legal requirement to record police suicides and attempted suicides.

He said: "The figures released by PFEW are deeply concerning and we need to do all we can to tackle this crisis.

"And what makes me even more concerned is the lack of mandatory recording across the country, because without this data we can't properly understand the scale of it.

"These figures could be just the tip of the iceberg."

Trystan said North Wales Police Federation was working closely with the

Force on the recording of police suicides.

But he said the process, nationally, needed a more co-ordinated approach so that the data was 'consistent and meaningful'.

Trystan said: "We are working closely with North Wales Police Chief Officer Team to try to put better systems in place, for which we're grateful.

"However, this issue is too important to leave up to individual forces.

"The recording of suicides needs to be done in a consistent and meaningful way at local and national levels, and it needs to be a legal requirement on forces.

"We need accurate and reliable data to be able to properly understand the reasons for the current crisis, to identify trends, and to improve welfare for our members."

PFEW said that because forces are not required to record suicide or attempted suicide, policing is not currently regarded by the Office for National Statistics as an 'occupation at risk'.

It has set out a six-point plan to end the crisis:

- **Recording and reporting all suicides and attempted suicides, backed by law.**

- **Limiting misconduct investigations to 12 months.**
- **Treating suicide as a work-related incident under Health and Safety legislation.**
- **National rollout of the STEP (Suicide Trauma Education Prevention) initiative, including mandatory TRiM support and the Stay Alive app.**
- **Reforming the coronial system to reflect policing-specific risk factors.**
- **Fully funding the Police Covenant to support officer welfare and wellbeing.**

Tiff Lynch, PFEW chair, said: "This silent crisis has to end. Policing is a unique job carrying unique risks and officers know that the work they do will scar them mentally and physically.

"What they shouldn't have to deal with is inadequate welfare support and a box-ticking approach to the duty of care forces have in their people."

Meanwhile, Trystan encouraged members who are struggling to speak up and seek support.

He said: "Policing is a job like no other and for some, it can take a toll.

"Asking for help is not a weakness. Support is there. Please speak to your Fed reps, a trusted colleague, or a health professional

For urgent mental health help or immediate support, please contact:

**Samaritans: 116 123**  
**Oscar Kilo's Mental Health Crisis Line:**  
**0300 131 2789**



**This silent crisis has to end. Policing is a unique job carrying unique risks and officers know that the work they do will scar them mentally and physically.**



# VOICES TOGETHER

## How the North Wales Police Choir is transforming wellbeing, confidence and connection

**“** On Wednesdays, I let everything go.

### For Sam Roberts, Wednesdays have become sacred.

At 60 years old, with a lifetime of public service behind her, Sam knows better than most the emotional weight of supporting others. She joined policing in 1988 and dedicated more than 30 years to the service, the majority as a sergeant. After retiring in 2018, her commitment to supporting officers didn't stop. She moved into lecturing and later joined the Police Federation as an equality trainer and learning and development supervisor.

That emotional investment can be all-consuming. Which is why, when the North Wales Police Choir was founded in June 2024, Sam took a chance and joined. Here, Sam tells how singing nurtures her wellbeing and provides her with the escape she never knew she needed.

“Singing with the choir is my release. It's my time to let go. For two hours of practice, I forget everything. I come out smiling. It lifts me emotionally,” said Sam, who admits the nature of her job means she carries a lot of emotion.

“I do the job I do because I care and I want to support others. But that means I'm required to be compassionate and empathetic all of the time.”

Choir rehearsals, held every Wednesday evening at Headquarters, have become more

than just singing sessions. They are an opportunity to step away from responsibility and simply be present.

“I used to sing when I was younger, but I hadn't done anything for years. I wasn't sure what to expect when I first joined,” continued Sam.

“We all stood there - dozens of us, in one room. Some of us had sung, others hadn't and I remember thinking, we're never going to be able to string a note together - but we did. By the end of the session, we sounded like we all knew what we were doing.”

The choir is made up of around 60 people, of all ranks, roles and responsibilities.

“When we sing, we're all as one,” Sam said, adding: “Rank doesn't matter. Job roles don't matter. We're just people creating something beautiful together.”

“There are people who had never sung before, who now sing solos. It's life-changing. It builds confidence in ways you don't expect.”

As an alto, she's part of a close-knit section she affectionately describes as ‘a band of merry ladies’.

She said: “We help each other, laugh together, and support one another to find the right notes. It's so much fun - and it's

incredibly therapeutic.”

But the benefits go beyond music. Through the choir, Sam has formed friendships she never expected: “I've met people I would never normally meet. There's something very special about coming together and producing this shared sound. It connects you.”

Since its formation, the choir has gone from strength to strength. Members have performed at Emergency Services carol services and Chief Constable's Awards ceremonies, and even entered competitions. Their latest competition saw them scoop third prize, a proud achievement felt by the entire group.

“Singing in front of an audience gives you such a sense of pride,” Sam said. “You want to show people what you can do.”

For Sam, the impact on wellbeing is undeniable: “I walk out after rehearsal with a smile on my face. My whole persona feels lifted.”

“I've definitely got the bug for singing now.”

And her message to anyone considering joining is clear: “Just come along. It doesn't matter if you've never sung before. You'll be welcomed. You'll gain confidence, friendships, and joy. It's one of the best things I've done.”

**“** I've met people I would never normally meet. There's something very special about coming together and producing this shared sound. It connects you.

## 'MUSIC IS THE BEST THERAPY'

For Sergeant Arwyn Tudur Jones, the choir represents a lifelong dream fulfilled.

A police officer for over 20 years and a civilian detention officer before that, Arwyn has always lived and breathed music. He achieved all eight piano grades by the age of 15, studied music formally, and spent years singing in choirs and competitions.

But he had always dreamed of creating something closer to home.

"I'd wanted to start a North Wales Police Choir for over 15 years," he said, adding: "In 2024, we finally did it."

And the response exceeded every expectation: "Seventy people expressed interest. Only four had ever sung in a choir before. Most had never sung publicly."

Yet from that first rehearsal, something powerful began to form.

The choir quickly became more than music. It became a support system.

Arwyn continued: "Policing exposes officers and staff to intense experiences. I remember attending a triple fatal road traffic collision and performing CPR at the roadside. It was an emotionally draining incident.

"I didn't want to go to choir rehearsals that evening but I did and it was the best decision.

"Focusing on the music was the best medicine. That's the power of music."

Today, the choir includes members aged from 17 to their late 70s. Many travel long distances after demanding shifts just to attend.

"Every single member looks forward to Wednesday evenings," Arwyn added.

The choir promotes wellbeing, strengthens relationships, and fosters a sense of belonging. Members support each other not just musically, but personally.

He said: "It's a kind of debrief - but through music."

For Arwyn, the choir's greatest achievement is its people.

"This isn't my choir - it belongs to the members. Seeing their confidence grow, their friendships develop, their wellbeing improve, that's what matters," he said, ending: "You don't realise how powerful music is until you experience it. It brings people together. It heals. It lifts. It transforms."

## BREAKING DOWN BARRIERS: A SUPERINTENDENT'S PERSPECTIVE

**Policing is an environment shaped by structure, hierarchy and responsibility. But inside the choir rehearsal room, those boundaries dissolve.**

That's the view of Superintendent Llinos Davies. With over 24 years in policing and 16 years with North Wales Police, she also joined the choir when it was first established. Already a member of another local choir, she understood the personal value singing could bring - but experiencing it within her own organisation was something entirely different.

"The choir gives you a complete escape from the stresses and strains of work and home," she explained.

"You focus on the music, on the notes, on the shared experience. It allows you to be part of something really special."

Perhaps most importantly, it creates equality, Llinos explained: "In the choir, rank disappears. I'm just another voice. It's incredibly refreshing.

"You meet people from across the organisation - staff, officers, retirees - people you might never normally interact with. It builds relationships, understanding and friendships."

For retired members, the choir also provides an essential bridge back into the policing family, maintaining connection and community.

"It helps people stay connected after retirement. It's hugely valuable," added Llinos, a proud Welsh speaker, who says she has also witnessed how the power of music builds cultural confidence.

"We sing about 50 per cent of our songs in Welsh. Many members didn't speak Welsh before joining - but now they sing confidently. It's boosted their confidence not just in singing, but in learning a new language.

"Ultimately, the choir improves wellbeing, happiness and connection. It reminds you why community matters."

### Join the choir: be part of something special

**The North Wales Police Choir welcomes everyone - officers, staff, volunteers and retirees - regardless of experience.**

You don't need to read music, and you don't need to have sung before.

Rehearsals take place:

- **When:** Every Wednesday
- **Where:** Headquarters
- **Time:** 7pm - 9pm

Anyone who is interested in joining the choir should email: [corheddlugleddcymru@northwales.police.uk](mailto:corheddlugleddcymru@northwales.police.uk) or contact the North Wales Police Federation office.



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# BUSIEST PSA-TESTING EVENT EVER

By Jayne Humphreys  
Force Employee Benefits and Financial  
Wellbeing Coordinator

**O**n 26 February Martyn Rice once again ran an incredibly busy workforce PSA testing.

Serving and retired male officers and staff over 40 had their bloods taken in St Asaph and at Force Headquarters. And for the first time, an hour-long session was run the day before in the FCC. The two-day event was the busiest to date, with over 250 officers, staff and retirees booked in to come along.

The North Wales Police PSA initiative continues to receive support from our Chief Officer team, which is invaluable in highlighting the importance of this simple and quick test for the health and wellbeing of our male colleagues.

Since 2019 the in-force events have seen over 2,000 men over 40 tested. At every testing event there have been Red and Amber results for individuals who otherwise exhibited no symptoms, which flags concern over their prostate health and allows early treatment.

North Wales have been a leading force in offering PSA testing, and the results show what an amazing success it has been. If you've got a prostate, are over 40, and haven't been before, why not come along to the next event in the East? You'll receive a very warm welcome. Details of the event will be circulated in Force and on social media nearer the time.

Lots of refreshments were handed out, courtesy of the Group Insurance Scheme, and thanks to Jim Gray from The National Police Healthcare Scheme and Martin Barber at Police Insure, who came along to support the day.

A very long day, but definitely worth it!

## What is a PSA test?

The PSA test is a blood test that measures the amount of prostate-specific antigen (PSA) in your blood.

PSA is a protein produced by normal cells in the prostate and also by prostate cancer cells. It's normal to have a small amount of PSA in blood, and the amount rises slightly as men get older and the prostate gets bigger. A raised PSA level may suggest the person has a problem with their prostate, but not necessarily cancer.

Prostate cancer is the most common cancer in men in the UK. It accounts for more than a quarter (28 per cent) of all new cancer cases in males (Cancer Research UK). According to the charity Prostate Cymru, one in eight men in Wales are at risk of getting the disease.

Across the UK, more than 63,000 men are diagnosed with prostate cancer every year, figures from Prostate Cancer UK revealed.

In Wales, more than 2,500 men are diagnosed with the disease, and around 640 men will die from it each year, says Prostate Cancer UK.

More than 28,000 men are living with and after prostate cancer in Wales.

For those with a family history of prostate cancer, there's an increased risk of one in three. Afro-Caribbean men in Wales have a one in four risk.



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# PERSONAL INJURY CLAIMS

By James Reilly and Farhanah Ismail – Ralli directors who run the personal injury department

## Did you know that pursuing your claim through the Police Federation could save you up to 30 per cent of any compensation that you are entitled to?

If you suffer an injury on or off duty PFEW will assist you to pursue a claim through its appointed solicitors - Ralli.

The scheme also extends to claims for family and dependants. Claims can range from on and off duty RTAs, accidents in the workplace, injuries resulting from occupiers' and public liability, holiday accidents (home

and abroad) and injuries arising from clinical negligence.

All claims are funded on the basis that there must be reasonable prospects of success and the legal expenditure must be proportionate to the likely compensation payable at conclusion of the claim.

In many instances it is necessary to submit a claim to the alleged negligent third party before a full assessment of prospects can be made. That might include consideration of detailed document disclosure.

The claims process requires that if a defendant denies liability, they must serve any documents that they intend to rely upon in connection with that denial.

Ralli have been working with the PFEW for many years and have unrivalled experience of representing members.

Ralli's experience is invaluable in terms



of ensuring that your claim is fully explored and the compensation received adequately reflects the extent to which the injury has affected you.

As well as compensation for the injury, you are also entitled to claim for any additional out of pocket losses, loss of earnings, over-time etc. If you use a high street solicitor, the likelihood is that they will act on a conditional fee basis (no win, no fee) and then seek to deduct up to 30 per cent of the compensation received at the conclusion of the claim and also deduct a legal expense premium.

Ralli's friendly and knowledgeable personal injury team will explore your claim and help you through the entire process.

**For Road Traffic Claims you can call 08081 965315. Ralli also offer advice through Surgeries at your Branch office or by telephone on 0161 207 2020.**



With over 30 years of experience dealing with claims for police officers, we at Ralli Solicitors have the knowledge and determination to assist you with all your personal injury needs.

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We understand that behind every uniform, lies a person

# RUPERT'S RAINBOW: FED MEMBER'S APPEAL TO SAVE SON WITH ULTRA-RARE CONDITION

A fundraising campaign launched by a North Wales Police Federation member after his son was diagnosed with an ultra-rare, incurable condition is gaining support from far and wide.

Police colleagues, members of the public, and even a Premier League football club have given their support to Sergeant Dave Smith and his eight-month-old son Rupert.

Everton Football Club lit up their new stadium in rainbow colours during their fixture with Manchester United.

It was in support of Rupert, who has been diagnosed with alternating hemiplegia of childhood (AHC), and his Everton-supporting family.

Dave said: "I've been an Everton fan all my life, my dad is, and Rupert's older brothers both are, so it meant a great deal to our family for the club to do something like that."

The gesture has helped raise the profile of Rupert's Rainbow, the fundraising and AHC awareness initiative set up to support Rupert.

AHC affects approximately one in a million children. It is characterised by unpredictable episodes of paralysis, seizures, abnormal movements, breathing difficulties, and developmental delay.

From just a few weeks old, Rupert began experiencing seizure-like episodes, resulting in multiple hospital admissions and countless appointments before his diagnosis at seven months old.

Dave said: "He has already endured more than most people will face in a lifetime. Despite everything, he continues to smile, and that smile is what gives us the strength to keep fighting for him every single day."

Dave paid tribute to colleagues in the NHS for saving Rupert's life on occasions when he has stopped breathing.

He said: "Unfortunately, currently there's no cure for Rupert's condition. They're managing and monitoring symptoms through medication, physio, a number of specialist departments.

"The NHS has saved his life. There have been a couple of times Rupert stopped breathing.



Photo courtesy of Everton Football Club

"We will be forever grateful to the NHS and the emergency services, but in terms of a cure, there's nothing they can provide."

He added: "It's been referred to by specialists as a time bomb.

"We're constantly living in fear and being vigilant, because there are a number of triggers that can set him off and cause a seizure and potentially stop him from breathing."

Triggers can include changes in temperature and lighting, tiredness, excitement, and stress.

Dave said research for AHC treatments is ongoing in the US, and the family is hopeful of a breakthrough.

"It's going to cost a significant amount of money, so we need to be financially ready when it's developed to take him straight away because it's time critical with Rupert," he said.

David said he and his wife Siobhan felt 'quite alone' when Rupert was diagnosed.

"A lot of the consultants that he's currently under have no real knowledge or experience of AHC, so they're having to go away and read about it, learn about it.

"Through the power of social media, we've been able to reach out to families in America, who've got that lived experience of children who are six-years-old, and they can offer advice and support for us.

"We can pass on to medical professionals here what might work for Rupert.

"It's been a testing time, but with the support we've received, it's given us hope.

"There's a lot of good out there and it's so humbling to see people come together and it's given a lot of people purpose as well.

"People are taking on challenges and doing different things for Rupert, people we don't know that are jumping out of aeroplanes and running marathons. It's incredible."

Those fundraising efforts include colleagues across North Wales Police.

"We are so thankful for the police family coming together," he said.

"There was a charity event at work, with people on the treadmill covering the distance between our house and Alder Hey Children's Hospital, where Rupert is being treated, and our Chief Constable took part in that, which is amazing.

"People are doing 10kms and marathons and it's incredible.

"You hear about the police family and that is still very much the case. There is a lot of unity within the police, and it's so nice when colleagues come together and offer that support.

"Work have been fantastic with the support they've provided me and I'm really grateful for that."

A JustGiving page has been set up to support Rupert at: <https://www.justgiving.com/crowdfunding/ruperts-rainbowahc>



He has already endured more than most people will face in a lifetime. Despite everything, he continues to smile, and that smile is what gives us the strength to keep fighting for him every single day.

# SEPARATING WITH CHILDREN?

Here are **FIVE** essential things you need to consider.

Every year, thousands of parents apply to the courts for help in resolving disputes over arrangements for their children – from deciding how much time a child should spend with each of them to which surname a child should adopt.

These applications (or lack of clarity around them) can cause excess stress at an already emotionally tumultuous time.

Here, **Lund Bennett Law – our Police Federation experts in Family Law** – lay out the key issues to consider.

## Your children's living arrangements

Whilst both parents retain parental responsibility for their children following a divorce or separation, a decision as to where they'll live and spend most of their time must be made.

When neither parent can come to an agreement, a child arrangement order can be sought. This court order sets out where

the child/children will reside, and how much time/type of contact they'll have with either of parent. It can also provide an order that the children live with both parents at defined times. A child arrangement order typically lasts until a child reaches 16 or if the child is vulnerable, 18.

## Special occasions, like Christmas

The festive season and splitting the twelve days of Christmas between parents/families can be hugely challenging.

If your existing child arrangement order doesn't set out how the holidays will be spent and you fail to reach a resolution independent of the court, you can make an application, to vary the order to include Christmas arrangements and ensure more peaceful festive seasons.

## Holidaying overseas – thinking ahead

Where there is no child arrangement order in place, you must seek the co-parent's

permission to take your child/children on summer break overseas.

If, however, there is a child arrangement order and the duration of the holiday is less than 28 days, no co-parent permission is required.

But take note, you may be asked to provide evidence of your permission to travel with your children and your relationship to them at a UK or foreign border. Lund Bennett can talk you through the relevant documentation potentially required.

## Child maintenance & education fees

Both parents are responsible for the living costs of raising a child, regardless of where the child lives.

Child support payments are required by law and can be arranged privately, however, if this is not achievable, the government's Child Maintenance Service will calculate and arrange a fixed payment schedule, payable until the child turns 16 or if they are in full-time secondary education, 20.

This service will also take action if a parent fails to make a payment.

If your child/children go to university, ask your co-parent directly for support because the court does also have powers to order the provision of financial support for tertiary education.

## Your children...

It may sound obvious, but at a time when they are most vulnerable and at risk, experiencing emotional – sometimes geographical – upheaval, the most essential thing to consider during the divorce/separation process is your child/children's welfare.

And it is their welfare that is at the heart of

## Lund Bennett services:

The team at Lund Bennett are equipped to advise on all family law matters taking into account every aspect of police culture, pay, pensions and shift pattern essential to ensure the best results for you.

They provide specialist advice and representation on:

- Divorce and separation
- Police pensions and financial disputes on divorce
- Cohabitation and unmarried property disputes
- Child arrangements and parenting plans.

## How to book your FREE appointment

Lund Bennett will be offering twice monthly surgeries at North Wales Police Federation as well as Teams appointments at any time to suit you. Their solicitor is bi-lingual in English and Welsh. For an appointment, please contact **0161 925 5747** or by email at **info@lundbennett.co.uk**



## FALLING APART? IS IT TIME TO MOVE ON?



**Kirsten Bennett**  
Managing Director



### NORTH WALES POLICE: Matrimonial & Family Law Specialist

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# NORTH WALES POLICE ANNOUNCE 2026 BIKESAFE WORKSHOP DATES

**M**otorcyclists from across North Wales Police Federation are being encouraged to sign up for the latest BikeSafe workshops, with this year's dates now confirmed.

The UK's leading police-led motorcycle safety initiative will run at a number of locations across the Force area between April and September, with new venues added this year in Pwllheli, Bangor and Llangefni alongside established sites in Colwyn Bay and Wrexham.

BikeSafe is a national scheme designed to help motorcyclists develop safer riding skills and improve road awareness. The workshops combine classroom-based learning with an observed ride, giving participants practical feedback from experienced police motorcyclists.

The day-long sessions explore common causes of collisions and provide advice on how riders can improve their road safety. Topics include cornering, road positioning, observation skills and hazard perception.

The North Wales workshops are subsidised by North Wales Police and the North Wales Road Safety Partnership, meaning riders can attend for a reduced fee of £78.

Sessions are delivered by highly trained police motorcyclists, supported by a team of dedicated volunteer observers. After registering, participants will first take part in a classroom input before heading out on an observed ride with a police rider. The day

concludes with a full debrief and written assessment.

Inspector Leigh Evans, of North Wales Police Roads Crime Unit, said the initiative plays an important role in improving rider safety.

"Whether you're new to riding or have many years of experience, BikeSafe provides an opportunity to sharpen your skills, build confidence and ultimately enjoy riding more safely," he said.

"Sadly, motorcyclists continue to feature disproportionately in road traffic collision figures, which is why initiatives like BikeSafe are so important.

"These workshops examine the key hazards riders face and help participants identify both their strengths and areas for improvement through theory sessions and observed rides."

He added that expanding the programme to additional locations would make the workshops more accessible to riders across North Wales.

"We hope the additional locations in Pwllheli, Bangor and Llangefni will make it easier for riders from across the region to take part in advanced rider development opportunities closer to home.

"With small group sizes, spaces are limited to ensure the experience remains personal and high quality."

Inspector Evans also urged all road users to play their part in keeping motorcyclists safe.

"While we encourage bikers to continually improve their skills and take responsibility for their own safety, we're also asking drivers to take extra care and properly look out for motorcycles, particularly at T-junctions."

He added: "Our team are bikers themselves, and the workshops are designed to be both enjoyable and informative, helping riders get the most from their bikes while staying safe."

BikeSafe workshop dates for 2026:

- **Saturday, April 18: Police HQ, Colwyn Bay, LL29 8AW**
- **Sunday, May 3: Bangor Fire Station, LL57 1AB**
- **Wednesday, May 13: Police Divisional HQ, Llay, Wrexham, LL12 0PG**
- **Sunday, May 24: Police HQ, Colwyn Bay**
- **Sunday, June 7: Llangefni Police Station, LL77 7AW**
- **Saturday, June 20: Police Divisional HQ, Llay, Wrexham, LL12 0PG**
- **Sunday, July 5: Pwllheli Fire Station, LL53 5NF**
- **Saturday, July 18: Police HQ, Colwyn Bay, LL29 8AW**
- **Sunday, September 6: Police Divisional HQ, Llay, Wrexham, LL12 0PG**
- **Wednesday, September 23: Bangor Fire Station, LL57 1AB**

Anyone interested in booking a place can visit the BikeSafe website.

Motorcyclists can also take part in the Biker Down course delivered by colleagues from North Wales Fire and Rescue Service. The three-hour session provides guidance on what to do if first at the scene of a collision, including essential first aid training. Further information and course dates are available via the Biker Down North Wales page.

**“Our team are all bikers at heart, and our workshops are as enjoyable as possible whilst giving the best opportunity for riders to improve their skills and make them get the most from their bikes whilst staying safe.”**



# CRIMINAL INJURIES COMPENSATION: HOW DOES IT WORK? (FAQS)

If you've been injured by violent crime at work, you may be entitled to a financial award from the Criminal Injuries Compensation Authority (CICA).

**T**he CICA was set up in its current version by the Government in November 2012 and is designed to compensate blameless victims of violence within a certain threshold. Eligibility and outcomes – including award values, which range from £1,000 to £500,000 – are decided by the Secretary of State and approved by Parliament.

While the scheme is often used by members of the public, police officers are also free to claim for compensation if they have sustained an injury in an on-duty incident – and have now received a boost with some recent changes giving them a better platform to claim from.

In these FAQs, we look at what type of incidents typically qualify for compensation, the claims process as a whole and what to do if you need help with your claim.

## **What would typically make a claim eligible for compensation from the CICA?**

Although there are exceptions, these are the typical circumstances which make up an eligible claim:

- You have been injured seriously enough to qualify for at least the minimum award (£1,000).
- You were injured in an act of violence in England, Scotland or Wales. An offender does not necessarily have to have been convicted of or even charged with that crime.
- You have made your claim within two years of the incident that caused your injury. Claims made outside this limit may be accepted if exceptional circumstances prevented you from submitting it earlier.

## **What would typically make a claim ineligible for compensation from the CICA?**

Typically, any one of these circumstances will make a claim ineligible:

- You did not report or log the incident. If the crime for which you are seeking an award has not been reported to or logged within your force, an award cannot be issued.
- You were injured before 1 August 1964.
- You have already applied for an award for the same criminal injury under the current CICA scheme or any previous equivalent scheme operating in England, Scotland and Wales.
- The injury happened before 1 October 1979 and you and the person who injured you were living together at the time as members of the same family in the same household.

- **The injury and the act of violence took place outside England, Scotland or Wales.**

#### **What about eligibility for police officers?**

Eligibility can be less clear for police officers, but recent changes sought by the Police Federation of England and Wales (PFEW) and the National Police Wellbeing Service (NPWS) have given officers a fairer basis for claiming compensation.

If you are directly assaulted without any anticipation of this happening, then your claim would typically be accepted. Previously, however, if you were injured in a skirmish or prolonged confrontation while making an arrest, you may not have been eligible to claim as the CICA could perceive your actions in dealing with a person resisting arrest to be part of your duties.

Now, revised guidance has made clear that when an officer is injured by someone violently resisting arrest or behaving recklessly, decision-makers must fully consider whether those actions amount to a crime of violence. This means there is now a greater emphasis on operational context for CICA assessors.

If you have accidentally injured yourself while pursuing or apprehending an offender, you may be eligible to claim but it would need to be proven to the CICA that you were taking an exceptional risk that was justified in all the circumstances.

#### **What types of injury and consequences of injury are covered by the CICA?**

Claims are typically considered for the following circumstances:

- **Physical injury.**
- **Mental injury – you may be eligible to make a claim for a mental injury if you witnessed, and were present at, an incident in which a loved one sustained a criminal injury as the result of a crime of violence. You may also be eligible if you were involved in the immediate**

**aftermath of an incident in which a loved one sustained a criminal injury.**

- **Physical or sexual abuse.**
- **Loss of earnings – where you have no or limited capacity to work as the direct result of a criminal injury.**
- **Special expenses payments – these cover certain costs you may have incurred as a direct result of an incident. You can only ask the CICA to consider special expenses if your injuries mean you have been unable to work or have been incapacitated to a similar extent for more than 28 weeks.**
- **A fatality caused by a crime of violence including bereavement payments, payments for loss of parental services and financial dependency; and funeral payments.**

#### **How do I make a claim?**

You can now claim online through the UK Government website. If you need any assistance with your claim, you can contact your Police Federation and a representative can provide you with advice and guidance.

Before you submit your claim, it is worth reading the NPWS' latest guidance on Operation Hampshire, the national police strategy for responding to assaults on officers and staff. You can find this guidance on the Oscar Kilo website.

#### **What is my claim assessed on?**

- **The information you provided in your claim.**
- **The information from your force, including what is contained in your incident log.**
- **Medical evidence, if it is required.**

#### **What happens if my claim is rejected?**

Your Police Federation can get in touch with a legal partner, who will advise on whether asking the CICA to review its decision would be worthwhile. If permission is granted by you via the Federation, the legal partner can

assume management of the situation and submit this review request on your behalf.

#### **What if the CICA refuses to change its mind?**

The legal partner can then advise you on whether a formal appeal to a tribunal would be worthwhile. If an appeal is made and accepted by the tribunal, you will eventually need to attend a hearing and the legal partner will arrange for legal counsel to represent you at that hearing.

#### **What if the CICA accepts my claim as eligible but will not issue me any compensation?**

This could happen for a number of reasons. The CICA operates a tariff system for its award values, which lists all the different injuries it compensates for and the fixed award for those injuries. The award values are non-negotiable and some injuries, such as a broken finger, may not meet the minimum award value on the tariff. Even if you suffered multiple injuries but they are all considered minor, this may not meet the tariff's minimum.

Sometimes the CICA gets it wrong and offer an award in the wrong tariff, and it may be that specific medical evidence is then required to prove the injuries sustained. If this happens, a legal partner can advise you once more.

#### **How long does a claim usually take?**

You will usually receive a decision on your claim within 12 months, although this can take longer, especially for more serious injuries.

The CICA is like any other publicly funded organisation, with resources often stretched and creating backlogs. It is normal not to hear anything from the CICA for a long time, because it will only contact you if it needs more information for your claim. However, rest assured the scheme is dealing with your claim, and you will receive a decision eventually.





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