Criminal Injuries Compensation Authority

# CICA Annual Report and Accounts 2024-25

HC 1106
SG/2025/87

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# Performance report

# Overview

## Deputy Chief Executive Officer's Foreword

I am pleased to present the Annual Report and Accounts for the Criminal Injuries Compensation Authority (CICA) for 2024-25.

I am extremely proud to lead an organisation of dedicated professionals committed to delivering compensation to victims of violent crime. While we appreciate that the financial compensation we pay could never fully compensate people for the impact violent crime has on their lives, we know that for many, these payments can bring both practical help and provide recognition of the harm they and their families have suffered.

In line with this, our focus in 2024-25 was on both improving victims' experience with CICA and investing in our people.

We aim to deliver compensation to victims in the most efficient and trauma-informed manner possible. This ensures that all victims can access our service easily and without additional impact. Our application service (Apply) has greatly improved access to the Criminal Injuries Compensation Scheme 2012 (the Scheme). We continue to develop this, informed by extensive user research and ongoing feedback. This includes making it easier for applicants to understand if they are eligible for compensation. Of the applicants that provided feedback in 2024-25, over 93% said they were satisfied with the online application experience.

For the fourth consecutive year, we have seen an increase in applications for compensation, with nearly 43,000 received – an increase of 4% from 2023-24. We assessed over 42,000 applications and finalised more than 35,000, providing £164 million in compensation to victims. With the growth in new applications, the live caseload also increased and at the end of the year was just above 55,000. This 15% increase from 2023-24 is similar to the 14% increase from 2022-23 to 2023-24.

Recognising the difficult and often harrowing experiences our applicants have been through we strive for timely and high-quality decisions. To improve the timeliness and quality of decision making we aim for best practice in how we manage our cases. At the beginning of 2024-25 we reorientated our approach. As with any change this took time to bed in, but an increase in the number of decisions made and compensation paid in the latter half of the year demonstrate that this approach is working. Indeed, this resulted in more applications being decided within the first 12 months of submission than in previous years; although, due to the increase in the number of new applications, we did not meet our target of 70%. We are building on this approach and refocussing our resources with the intention of achieving and sustaining this target in the future.

With the increase in applications, we have also seen an increase in applicant contact and in complaints. We handled just under 220,000 applicant contacts in 2024-25. We made the difficult decision to adjust our telephone opening hours to focus our resources on assessing and progressing applications. In light of the response to this and feedback from victims' support organisations, we have initiated a full review of our applicant contact and how we can make the experience better, improve accessibility and provide a modern service to applicants. This will build on work undertaken this year, not only to enhance the Apply service, but also more broadly on improving the experience victims have with CICA.

We reviewed our approach to supporting those with accessibility requirements and have created new procedures ensuring ongoing compliance with the Equality Act 2010 and improving the experience for applicants with accessibility needs.

Our ongoing focus on quality has led to enhancements to our decision-making processes. We improved how we communicate with applicants that are assessed as not eligible for compensation, ensuring that we are clear about the reasons for not providing compensation. We also made changes to the process for assessing the initial eligibility of applications, making this quicker and more efficient. Testing of this process has shown that the changes have resulted in a one-third reduction in the time required. We remain committed to high-quality decision making and communicating decisions to applicants in a timely, easily understandable and empathetic manner.

It is through our engagement with a wide range of stakeholders that we understand better how applicants experience our service and the challenges they face. This year we continued our awareness sessions, with over 200 stakeholders attending. These sessions, held with various police forces and victims' groups, help raise awareness of the Scheme and how we apply it and allow for valuable feedback from organisations who support victims.

As an indicator of how our people feel about working for CICA, I am delighted that our People Survey scores showed an overall improvement across many categories, with the overall employee engagement index rising to 68%, a two-percentage point increase from the previous year. Investing in our people and providing appropriate learning and development is key to developing and retaining a skilled and motivated team and improving applicant experience. In 2024-25, we increased investment in mentoring, training, and coaching, including through establishing an operational coaching and training team. This team provides both enhanced mentoring for new recruits and undertakes regular refresher training based on feedback from the Performance, Quality Assurance and Appeals teams.

Our goal is for everyone at CICA to have the tools and skills needed to innovate and develop creative solutions to challenges, ensuring we deliver in the best way for victims. Over 75% of our staff participated in the ‘One Big Thing’ innovation masterclass, with CICA leading the way in participation across the Ministry of Justice (MoJ). Innovation includes small changes, such as new working methods, tools, or perspectives. In CICA, we already have a well-developed approach for raising improvement ideas. In 2024-25, thanks to ideas raised by CICA staff, we completed several projects to improve how we work that will save over 10,000 staff hours annually – allowing us to re-purpose that time to progress applications.

2024-25 marked our first full year in our new office premises. This move has facilitated greater collaboration, more effective training and provided dedicated spaces for appeals hearings. We have significantly reduced our energy consumption – now sourced entirely from 100% renewable energy – and delivered increased value for money to taxpayers by halving both our office footprint and rental costs.

I am proud of all that we have achieved in 2024-25. This is only possible with the incredible team of dedicated people working at CICA. I am grateful for all those in CICA, our Board, the wider MoJ, and our key stakeholders for all they have done over the year to enable us to support the victims of violent crime we serve.

I am pleased to be leading CICA into the next financial year and look forward to realising the opportunities to further improve the service we provide to victims.

**Lynne Henderson**
Deputy Chief Executive and Accounting Officer
Criminal Injuries Compensation Authority
10 July 2025

## Our work

The Criminal Injuries Compensation Authority (CICA) is an Executive Agency, sponsored by the MoJ. We are responsible for the administration of the criminal injuries compensation schemes and make payments of compensation to people who have been injured because they were the victim of a violent crime in England, Scotland or Wales. We also administer the Victims of Overseas Terrorism Compensation Scheme (VOTCS). The schemes are funded by the UK Government in England and Wales and we receive income to fund our operation of the criminal injuries compensation schemes in Scotland from the Scottish Government.

A state compensation scheme for victims of violent crime has been in place in Great Britain since 1964. Originally, a non-statutory scheme made awards based on common law damages. The first statutory scheme came into force in 1996 following the passage of the Criminal Injuries Compensation Act 1995. This created a tariff-based system for determining injury awards. Subsequent schemes were introduced in 2001, 2008 and 2012 under the same legislation – each new scheme replacing the last and each approved by Parliament.

The Criminal Injuries Compensation Scheme 2012 (the Scheme) was amended in July 2019 to remove the 'same roof rule' which barred applicants from receiving compensation if they lived in the same household as the perpetrator at the time of incidents that occurred prior to October 1979.

Under the Scheme, there are two main types of compensation: personal injury and bereavement awards, with additional compensation for loss of earnings, dependency, or special expenses where applicable.

The compensation components for personal injury awards are:

- an award based on the tariff of injuries (with a maximum of £250,000)
- a contribution to loss of earnings or earning capacity, beyond the first 28 weeks of loss as a direct result of the injury and
- other special expenses which may be payable in certain circumstances.

Bereavement awards under the Scheme are intended to acknowledge the loss of a loved one as a result of violent crime, accepting that no amount of compensation can ever reflect the value of a life, or the full impact felt by bereaved families.

Applications can be made for the following payments where a person is bereaved by violent crime:

- a bereavement award of £5,500 for each applicant who qualifies, or £11,000 if there is only one qualifying applicant
- compensation for financial or physical dependency
- in the case of a child under 18 years, compensation for the loss of parental services and
- the reasonable cost of a funeral.

The maximum award under the Scheme is £500,000.

VOTCS was enacted in 2012 to provide separate provisions for eligible individuals affected by acts of terrorism abroad.

Once an application is made, CICA will consider eligibility and gather evidence to determine the value of any entitlement according to the rules of the relevant scheme. The Scheme contains safeguards where an applicant is dissatisfied with the outcome of their application. All applicants have the right to request that their initial decision is reviewed by another CICA claims officer. If the applicant remains dissatisfied following review, they have the right to appeal to the independent First-tier Tribunal (FTT). More information about the Scheme is available at **www.gov.uk**.

# Key achievements

over **35,000**
applications resolved

**£164m**
provided to victims

**66%**
of new applications decided in 12 months

**68%**
of review requests decided in 6 months

## Strategic outcome 1

### We will provide an accessible service which treats victims with compassion, sensitivity and fairness.

We are committed to ensuring that every applicant feels supported throughout the application process. We aim to create an environment where victims can easily access the help they need, knowing they will be met with understanding and empathy. By prioritising these values, we work towards fostering trust and ensuring that we operate in a manner that respects the experiences of all victims.

In 2024-25, we continued to enhance our online application service (Apply) to meet the evolving needs of those applying for compensation. We developed our claims handling by gathering information from more treatment providers and collecting more details about incidents. This improves the applicant experience and makes our information more accurate. We added real-time information to prevent duplicate applications and identified areas for improvement in the post-application journey. We are working towards providing a full digital service from application to resolution.

We strengthened our compliance with the Public Sector Equality Duty by developing and implementing a process to capture reasonable adjustments from our applicants. This work will be completed in 2025-26 and will promote fairness and equality in our services and ensure that the diverse needs of our applicants are met.

Informed by feedback from applicants, stakeholders and our staff, we have further refined the letters we send to applicants. These improvements include streamlining the information collection process; enhancing readability; and incorporating more empathetic language in our communications. We remain committed to continuously revisiting and refining how we communicate with applicants.

We implemented a new telephony strategy and system to support our contact centre. As demand has increased, we made the difficult decision to reduce our contact centre's opening hours, focusing more of our resources on assessing applications and the information we receive in order to get compensation to victims as soon as possible.

As part of our strategy to proactively address applicant concerns, we brought together our Customer Support and Customer Resolution Teams under a single management structure. This integration aims to resolve issues efficiently and prevent these escalating to formal complaints. Our Customer Resolution Team (CRT) has completed the Parliamentary and Health Service Ombudsman (PHSO) UK Central Government Continuing Professional Development (CPD) certified training to ensure our actions and processes align with PHSO expectations. Feedback from our CRT has led to improvements in accessibility, communications, and better signposting for applicants.

Cross-agency working and outreach activity is hugely valuable for CICA – sharing experience, learning and collaborating with others to improve the service we provide. Our outreach efforts expanded in 2024-25, with awareness sessions delivered to over 200 stakeholders from diverse organisations. These sessions support frontline services for victims of violent crime, including Rape Crisis, the Survivors Trust, and various regional police forces.

CICA is committed to continuously reviewing and responding to feedback from stakeholders to achieve a trauma-informed approach in all aspects of our service. The Stakeholder Engagement and Equality Forum (SEEF) met in April 2024 and January 2025. The SEEF brings together representatives from various victim support organisations, including Women's Aid, Barnardo's, and Victim Support, and other stakeholders such as the National Crime Agency (NCA) and the Association of Personal Injury Lawyers (APIL). The discussions focused on the application process, strategies to better support applicants in their communications with us, and ways to improve the overall experience for victims. We established quarterly meetings with the Victims' Commissioner for England and Wales to discuss CICA performance and address feedback received from victims. This engagement provides valuable insights that inform our service improvements.

## Strategic outcome 2

### We will invest in an inclusive, diverse and professional workforce which lives our values and delivers public service with pride.

Our workforce remains our most important asset. We are committed to providing our people with opportunities to share their views, opinions, concerns, and ideas. In 2024, more than six in ten of CICA employees (61%), participated in the Civil Service People Survey. Over nine in ten (91%) indicated a strong association with our organisational objectives and purpose (up from 89% in 2023) and our overall employee engagement score rose to 68% from 66% in 2023.

We welcomed 49 new colleagues in 2024-25. Each new start was provided with a comprehensive induction and training programme to ensure they became operationally effective as quickly as possible. We continued our classroom-based model for induction and consolidation training. This structured environment fosters networking opportunities, soft-skill development, and peer-to-peer support, enhancing both individual and collective learning experiences.

We continued to invest in learning and development, creating opportunities for more of our people to engage in specific, structured learning throughout the year. Staff from across the organisation benefited from multiple MoJ opportunities to support their leadership and development. These include apprenticeships, programmes, conferences, and formal qualifications. Our annual Learning at Work Week delivered over 300 hours of structured learning.

We introduced CICA learning pathways, an interactive digital tool designed to help our staff understand their strengths and identify learning and development opportunities. We introduced a new simplified process for job shadowing offering valuable opportunities to learn about other parts of CICA, helping our staff expand their skills and appreciation of the work of other teams.

Investing in line management capability has been a focus area for CICA. We enhanced our mandatory line management development programme for new managers, including courses on attendance management, leadership, engagement, and well-being. Our People Survey results demonstrate the success of this approach, with 86% positive feedback in the ‘My Manager’ category (up 10 percentage points from 2023) and a 64% score for ‘Learning and Development’ (up 7 percentage points from 2023).

We continued our local mentoring scheme, adapting it based on valuable feedback from our staff. Workshops focus on enhancing communication skills, goal setting, problem solving, decision making, and providing constructive feedback and evaluation. We have introduced an in-house coaching programme aimed at fostering both professional and personal growth. Activities include one-on-one coaching sessions, group workshops and seminars, feedback loops, assessments, and a range of resource materials to support continuous learning and development.

We acknowledge the specialised skills required to undertake certain roles in CICA and have actively sought to invest in providing specific training in these areas. In March 2025 several staff visited MoJ headquarters and the Palace of Westminster to observe Justice Questions, gaining insights into parliamentary processes. This investment will continue in the new financial year and for the first time will include the provision of bespoke advocacy training for our Presenting Officers.

We further strengthened our trauma-informed approach in 2024-25. Rape Crisis delivered a session for our staff, providing valuable insights and strategies for handling sensitive situations. Samaritans conducted a specialised session for our Customer Support Team, and our legal team undertook refresher learning on the Trauma Informed Lawyer course. We also amended our induction programme, ensuring that all new staff members are aware of the importance of trauma-informed practices from the outset.

We recognise the potential impacts that working on traumatic cases may have on our people. In 2024-25, we continued to support colleague well-being. In addition to promotion of and support for access to MoJ support services and our dedicated employee assistance programme, we delivered personal resilience workshops, dedicated line manager learning sessions, a suite of well-being events and resources, and a targeted all-staff well-being event.

We are committed to creating an inclusive and diverse environment at CICA, where every colleague feels a sense of belonging, is valued, respected, and treated fairly, regardless of their background or identity. Throughout the year, our Diversity, Inclusion and Well-being Network has actively promoted inclusivity, organised events, and provided support to our staff.

Recognising the importance of investing in our people, we developed a multi-year CICA People and Capability Plan to be implemented in 2025-26. The plan aligns directly with the MoJ People Strategy and incorporates local opportunities, including those identified by Civil Service People Survey results. The plan is intended to secure engagement across CICA, promote well-being, enhance performance and improve the experience our people have of working for CICA.

# Key achievements

## Strategic outcome 3

### We will operate an efficient and accurate assessment process and account for the public funds we spend.

We remain committed to continuous improvement and have sought ways to enhance the efficiency and effectiveness of our work throughout 2024-25. Our aim is to equip everyone at CICA with the tools and skills necessary to undertake their work in the most effective and efficient way, to innovate and develop creative solutions to challenges, ensuring we deliver the best possible experience for victims.

Thanks to ideas raised by CICA staff, we completed several projects to improve how we work, saving over 10,000 staff hours annually, allowing us to re-purpose that time to progress applications more efficiently.

We improved the process for assessing the initial eligibility of applications, making it quicker and more efficient. These changes have resulted in a one-third reduction in the time required to complete these tasks, leading to faster conversion rates, shorter claim lifecycles, and saving us over 5,400 hours of staff time per year.

We are reliant on receiving information from police forces on a timely basis to assess applications. To support this, we have continued to explore ways to minimise the burden on police forces associated with the provision of this essential information. Additionally, we refreshed our corporate literature for contacting police forces and created dedicated police inboxes, simplifying email task handling across the business.

We reviewed the process supporting cases appealed to the FTT. This led to several changes to streamline the workflow, reduce administrative burden and improve service quality. Most changes have been successfully implemented, with the remaining expected to be completed early in 2025-26.

We worked collaboratively with our MoJ Digital colleagues to improve system efficiency and effectiveness. We upgraded our case management system and migrated all servers to the cloud

– improving performance, enhancing security, providing greater scalability, and reducing the maintenance overhead. We continued to assess the value of tools like artificial intelligence to facilitate quicker information extraction. We have implemented numerous smaller changes to improve efficiency and consistency. These efforts have collectively enhanced the overall claims management process and service delivery.

We developed a new single tool, bringing together operational and finance forecasting. This tool will inform compensation profiles, forecasts, and workforce planning. This tool has already been used to inform our approach for 2025-26 when it will be fully utilised to enhance our workforce planning capability.

Working with the Government Internal Audit Agency (GIAA), we conducted in-depth reviews of our processes for business continuity planning, managing subject access requests (SAR), processing payments, and quality assurance (QA). The GIAA were satisfied that we have appropriate business continuity plans and policy in place and that our SAR handling process is effective and compliant with regulations. They reported that our financial controls over payments are effective, supported by clear guidance and knowledgeable staff, and were confident that our QA process is robust, with clear roles and tools for risk management and continuous improvement.

A sustained focus on quality across the organisation continues to support high standards in decision making. The QA team has played a fundamental role in creating a culture of delivering consistent, high-quality outcomes. This, alongside our collective commitment to getting it right first time, underpinned by the detailed, methodical work of the review team, has led to improvements in our decision making. This is reflected in a reduction in the proportion of applications where a review is requested from 14% in 2023-24 to 13% as well as a continued decline in the number of appeals following review decisions.

The National Audit Office (NAO) highlighted CICA as an example of good practice in performance reporting. Specifically, it noted that CICA publishes detailed performance data, including the proportion of new applications decided within specific timeframes. The NAO acknowledged that while some complex cases can take longer to resolve, CICA accounts for this in its performance metrics. Importantly, the NAO commended CICA for also publishing comprehensive data on appeal outcomes, reasons for claim refusals, and customer satisfaction, suggesting this level of transparency is a model for other bodies to follow.

# Performance analysis

## Claim activity

We received 42,905 new applications in 2024-25. This was 1,477 (4%) more than in 2023-24. For the fourth year running, this was the highest annual volume of new applications since the first full year of operating the 2012 Scheme, and over 22% above the prior five-year average of 34,941.

In 2024-25, we made a total of 42,331 decisions. This comprised 37,746 new applications (first decisions), an increase of just under 2% (686 cases) on 2023-24; and 3,828 review decisions, 19% (910 cases) fewer than in the previous 12 months.

Overall, we resolved 35,146 cases, a decrease of 5% from 2023-24, but more than the prior five-year average of 33,226.

The increase in new applications, in the context of static resources, has resulted in a 15% increase to the live caseload. At the end of 2024-25 this was 55,020 compared with 47,674 at the end of 2023-24.

## Table 1 Number of new applications received

| | 2024-25 | 2023-24 |
|---|---|---|
| New applications received | 42,905 | 41,428 |

## Table 2 Number of applications resolved

| | 2024-25 | 2023-24 |
|---|---|---|
| Number of applications resolved | 35,146 | 37,119 |

## Table 3 Size of live caseload*

| | 2024-25 | 2023-24 |
|---|---|---|
| First decision stage | 50,143 | 43,727 |
| Review | 4,154 | 3,124 |
| Appeal** | 723 | 823 |
| **Total live caseload** | **55,020** | **47,674** |

* Excluding pre-tariff cases which are medically re-opened or granted an out-of-time appeal.

** Listing and hearing of appeals is the responsibility of HM Courts & Tribunals Service.

## Table 4 Pace of decision making

We aim to progress new applications as promptly as possible. This is dependent on the availability of police reports, medical information and other relevant third-party information required to assess entitlement to compensation according to the requirements of the Scheme. Our Key Performance Indicators (KPIs) reflect the importance of timely decision making. The targets set recognise that some claims are more complex and will take longer to gather the relevant information and process to a decision.

The sustained growth in new application intake continued to impact on the pace of decision making in year. As Table 4 shows below, in 2024-25, we exceeded one of our targets on timely decision making and narrowly missed the other two. Although we did not meet the 12-month KPI for first decisions, we decided more claims within the first 12 months than in previous years (27,395 compared to 24,891 in 2023-24). The focus on increasing first decisions had a knock-on effect on the volume and pace of review decisions.

| Measure | KPI 2024-25 | 2024-25 | 2023-24 |
|---|---|---|---|
| % of cases with a first decision within 6 months | 40% | 41% | 46% |
| % of cases with a first decision within 12 months | 70% | 66% | 68% |
| % of cases with a review decision within 6 months | 70% | 68% | 73% |

## Table 5 Percentage of live cases by scheme

We have continued to reduce the small number of unresolved and reopened cases relating to pre-2012 schemes. Those cases that remain unresolved relate mainly to applicants whose claims cannot be finalised until the long-term implications of their injuries are known. There are also claims which have been re-opened due to a material change in the applicant's medical condition since the original determination.

| Scheme | 2024-25 | 2023-24 |
|---|---|---|
| 2012 | 99.9% | 99.9% |
| 2008 | <0.1% | <0.1% |
| 2001 | <0.1% | <0.1% |
| 1996 | <0.1% | 0.0% |

## Table 6 Age of caseload: 2012 Scheme

We aim to assess claims as quickly as possible. However, complex cases will take longer to finalise to ensure that we can make a decision which reflects the severity of the injuries sustained and their long-term impact. It may take longer to make a decision if an applicant's medical treatment is ongoing or their level of recovery is not yet known.

Recognising the continued increase in new application intake and the growth of live caseload, we have successfully reduced the proportion of cases aged less than 12 months by resolving more claims within the first year compared to previous years. To address the rising number of cases aged over 12 months, we are investing additional resources and adopting best practices in our casework model. We anticipate that these efforts will halt the growth of older cases in 2025-26 and lead to a reduction from 2026-27.

| Case age* | 2024-25 | 2023-24 |
|---|---|---|
| Under 12 months | 52.6% | 57.1% |
| 1-2 years | 23.6% | 21.3% |
| 2-3 years | 11.8% | 11.4% |
| 3-4 years | 6.0% | 4.7% |
| 4-5 years | 2.7% | 2.9% |
| Over 5 years | 3.3% | 2.8% |

* Includes decided claims which are at review or appeal stage.

## Table 7 Number of reviews and appeals

The proportion of cases resolved at first decision or review stage and not proceeding to appeal remains high.

The volume and proportion of first decisions where a review was requested decreased in 2024-25 compared with 2023-24 (4,874 (12.9%) and 5,235 (14.1%) respectively). The volume and proportion of appeals also declined (1,036 (2.7%) in 2024-25, 1,088 (2.9%) in 2023-24).

| Number of reviews and appeals (percentage) | 2024-25 | 2023-24 |
|---|---|---|
| First decisions proceeding to internal review | 4,874 (12.9%) | 5,235 (14.1%) |
| First decisions proceeding to appeal | 1,036 (2.7%) | 1,088 (2.9%) |

## Table 8 Appeal outcomes

In 2024-25, 1,133 appeals were decided by the FTT. In 474 (41.8%) of these appeals the review decision made by CICA was upheld. The remaining cases had CICA decisions either amended on quantum or remitted to CICA for further enquiries.

| Number of appeals by outcome (percentage) | 2024-25 | 2023-24 |
|---|---|---|
| Decisions upheld | 474 (41.8%) | 374 (31.0%) |
| Decisions (eligibility) overturned/ remitted for further enquiries | 382 (33.7%) | 410 (34.0%) |
| Decisions amended on quantum* | 277 (24.5%) | 423 (35.0%) |

* Includes cases where the CICA decision was upheld but the award was recalculated to reflect new dates of determination for loss of earnings payments.

## Table 9 Refused claims

The following table sets out the reasons for refusing applications. A total of 21,815 (62%) resolved claims were refused compensation in 2024-25 compared with 21,305 (57%) in 2023-24.

The most frequently occurring reasons for refusal of compensation were unchanged from 2023-24.

| Refusal claims (in descending order) | 2024-25 | 2023-24 |
|---|---|---|
| Injury does not qualify for compensation | 6,564 | 5,220 |
| Failure to cooperate with CICA | 5,454 | 4,801 |
| Injury did not result from crime of violence | 5,211 | 4,799 |
| Other (including withdrawn and void claims) | 3,781 | 3,528 |
| Claim not submitted within time limit | 2,756 | 1,891 |
| Failure to cooperate in bringing assailant to justice | 2,743 | 2,532 |
| Convictions and character | 1,411 | 1,681 |
| Failure to report as soon as reasonably practicable | 898 | 765 |
| Conduct before, during or after the incident | 743 | 852 |

Applications may have more than one refusal reason. The full statistics are published annually on **www.gov.uk/government/organisations/criminal-injuries-compensation-authority/about/statistics**.

# Our service

## Table 10 Applicant feedback

We measure satisfaction with our service at three points in the application journey. We have an online survey at the end of our application service (Apply); a survey used following telephony contact; and an overall satisfaction survey issued alongside a claim decision.

| Applicant satisfaction | 2024-25 | 2023-24 |
|---|---|---|
| Overall satisfaction (captured at claim resolution) | 92% | 94% |
| Application satisfaction | 93% | 93% |
| Satisfaction with telephony service | 85% | 84% |

## Table 11 Complaints

Complaints from applicants, their representatives and victim support organisations are an important source of feedback – providing us with an opportunity to remedy service delivery failures and learn lessons to improve overall applicant experience.

While the number of complaints received increased this year, the volume of complaints as a percentage of our active caseload remained low. We received 4.5 complaints per 1,000 cases – an increase from 2.5 per 1,000 cases in 2023-24.

Addressing complaints at the earliest possible opportunity remains our priority. We will correspond with the applicant or their representative with the aim of agreeing how we can reasonably resolve the matter to their satisfaction within an agreed timescale. We aim to provide a resolution or agree a resolution plan within 20 working days. In 2024-25, we achieved this target in 99.5% of cases, an improvement on 98.0% in 2023-24.

Where applicants remain dissatisfied, they can escalate their complaint through the three-stage complaint process. If a complaint cannot be resolved at the end of stage three, complainants in England and Wales can contact the Parliamentary and Health Service Ombudsman (PHSO). In Scotland, a complainant may contact the Scottish Public Services Ombudsman (SPSO).

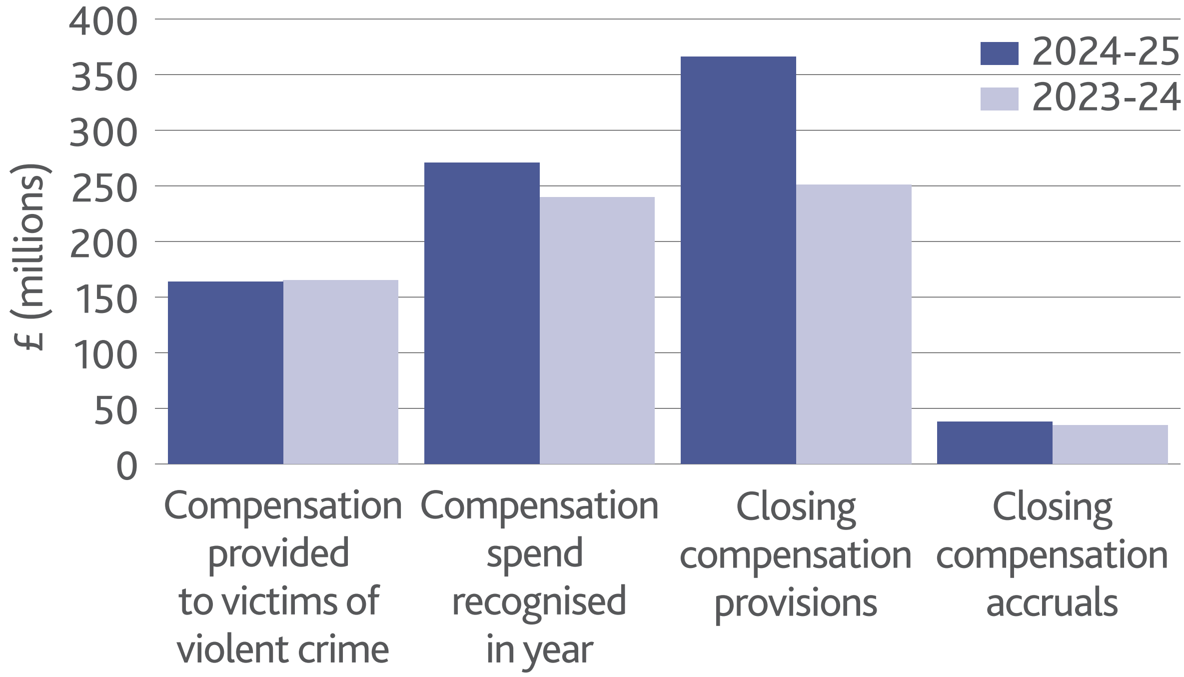
Nineteen cases were referred to the PHSO and none to SPSO. Of the complaints taken to the PHSO none resulted in any adverse findings against CICA.

| Complaints received | 2024-25 | 2023-24 |
|---|---|---|
| Stage one | 2,371 | 1,098 |
| Escalation to stage two | 87 | 61 |
| Escalation to stage three | 22 | 15 |

Our complaints process is available on **www.gov.uk/government/organisations/criminal-injuries-compensation-authority/about/complaints-procedure**.

# Our finances

## Table 12 Compensation




## Compensation expenditure

The schemes provide compensation to victims of violent crime. It is our role to assess claims in accordance with the applicable statutory scheme, which is approved by Parliament. To inform our decision making we gather information from police forces and medical practitioners. This is an ongoing process which means we will always have cases at various stages of progression in our live caseload at year-end.

We also manage a very small number of cases where the claim was made before the introduction of the tariff-based statutory schemes that have subsequently been re-opened on medical grounds. These complex cases previously fell under the jurisdiction of the Criminal Injuries Compensation Board and have since passed into the jurisdiction of the FTT. CICA gathers evidence to support the FTT's consideration of these claims and they may only be resolved by a decision of the FTT.

In 2024-25, we provided £164m (2023-24: £165m) in compensation to victims of violent crime, of which:

- £144m relates to amounts that were provided for and recognised in the 'Statement of comprehensive net expenditure' in previous financial years. This is disclosed as 'Provision utilised' in Note 4 of the financial statements
- £20m relates to applications which were received and settled during 2024-25 and recognised in the 'Statement of comprehensive net expenditure' for this financial year. This is disclosed as 'Claims not provided for' in Note 4 of the financial statements.

## Compensation spend recognised in the 'Statement of comprehensive net expenditure'

Compensation spend recognised in the 'Statement of comprehensive net expenditure' comprises new provision liabilities and adjustments to the provision, and the value of applications which have been received and settled during the financial year. For 2024-25, compensation spend recognised was £272m (2023-24: £240m).

## Closing compensation provisions and accruals

CICA recognises a provision for:

- pre-tariff cases
- the 1996, 2001, 2008 and 2012 tariff schemes
- the Victims of Overseas Terrorism Compensation Scheme (VOTCS).

The most significant of these is the tariff provision, at a discounted value of £365m at 31 March 2025 (31 March 2024: £250m). CICA recognises a provision for all applications that have been received by CICA but have not yet been processed; these are referred to as 'claims reported but not completed' (CRBNC).

During 2024-25, for all schemes, £144m of the opening provision of £251m has been utilised and £251m recognised for new liabilities. Further adjustments in the provision of £1m reflect a change in the discount rate and reversal of provisions unused, leaving a total provision of £366m at 31 March 2025.

CICA has reviewed the assumptions and estimation techniques employed in the tariff provision model for 31 March 2025, resulting in an increase in the provision of £63.2m. Further detail is provided in Note 14 to the financial statements.

CICA also recognises accruals for compensation offered but not yet accepted. At 31 March 2025, these liabilities totalled £38m (31 March 2024: £35m). The recognition of these liabilities is accounted for within provisions utilised.

## Other income and expenditure

CICA received £19m from the Scottish Government, with no change from 2023-24. The Scottish Government provides a specified level of income according to forecast demand. The forecasts are monitored and regularly re-appraised.

Staff costs have increased by £0.5m (4%) reflecting the impact of the August 2024 pay award, an increase to the employer pension contribution rate and an increase in overtime and agency costs, offset by the one-off cost of living payment mandated by Government paid in 2023-24. Other operating expenditure has decreased by £1m, largely due to a decrease in the notional recharge from MoJ, which covers corporate services such as digital and human resources.

## Going concern

At 31 March 2025, CICA's 'Statement of financial position' records net liabilities of £395m (31 March 2024: £284m), including £366m in relation to compensation provisions, and £38m in relation to compensation accruals (31 March 2024: £251m and £35m respectively).

Compensation liabilities falling due in future years can only be met by cash funding from MoJ and the Scottish Government. This is because, under the normal conventions applying to parliamentary control over income and expenditure, these are not paid in advance of need. In common with other public bodies, CICA's liabilities are expected to be met by future funding from MoJ, out of supply and income approved annually by Parliament, and from the Scottish Government. There is no indication that future sponsorship by MoJ and the Scottish Government will not be forthcoming, and as a result it is deemed appropriate to adopt the going concern basis for the preparation of these financial statements.

## Our business plan 2025-26

Our business plan for 2025-26 is based on the delivery of three strategic outcomes, which contribute to the MoJ outcome of delivering swifter justice for victims.

These three strategic outcomes, focused on our applicants, people and processes will ensure we continue to drive forward our commitment to providing a sensitive, fair, and efficient service.

Our strategic outcomes for 2025-26 are to:

- provide an accessible service that treats victims with compassion, sensitivity, and fairness
- invest in an inclusive, diverse, and professional workforce which lives our values and delivers public service with pride
- operate an efficient and accurate assessment process and account for the public funds we spend.

These strategic outcomes are supported by local delivery plans, designed to ensure their successful implementation.

# Sustainability report

We are committed to maintaining a sustainable, effective, and efficient operation which provides value for money for the taxpayer and reduces our environmental impact. We continue to work towards the Government's commitments for delivering sustainable operations and procurement and continue to make progress towards the Government commitment of being net zero by 2050.

At the start of 2024-25, CICA moved to new office premises in Glasgow. The move allowed us to reduce our office footprint by 54% from 2,813 sqm to 1,322 sqm. The build followed the UK Green Building Council's Net Zero Carbon Building – Performance Levels guidelines and secured a BREEAM[1] Excellent certification in December 2024.

## Sustainable procurement

In July 2019, MoJ launched its Sustainable Procurement Policy, with the vision to make continuous improvements to the sustainability outcomes of procurement and other commercial activity for both new and ongoing contracts across the department. All CICA procurement is undertaken in line with MoJ policies. MoJ's sustainable procurement policy ensures we incorporate sustainability into all procurement activities to achieve long-term value for money. Associated programmes include

[1] BREEAM is the globally recognised standard for best practice in the design, construction, and operation of sustainable buildings.

embedding specific sustainability clauses into all future estate contracts, a whole-life costs policy and ensuring procurement staff receive appropriate sustainability training. CICA does not procure any food or catering services in its operation.

## Table 13 Greenhouse gas emissions

| | | 2024-25 | 2023-24 (Restated) | 2017-18 (Baseline) |
|---|---|---|---|---|
| **Non-financial indicators ($tCO_2e$)** | Total gross emissions for scopes 1 and 2 | 19.30 | 158.26 | 228.13 |
| | Electricity: green/renewable | 0 | 0 | 0 |
| | Total net emissions for scopes 1 and 2 | 19.30 | 158.26 | 228.13 |
| | Gross emissions for scope 3 – travel | 3.45 | 4.60 | 27.49 |
| | Total gross GHG emissions (all scopes) | 22.75 | 162.86 | 255.62 |

| | | 2024-25 | 2023-24 (Restated) | 2017-18 (Baseline) |
|---|---|---|---|---|
| **Non-financial (kWh)** | Electricity: Grid, CHP and non-renewable | 27,179* | 111,090 | 275,893 |
| | Electricity: renewable | 185,242 | 0 | 0 |
| | Gas | 0 | 749,311 | 566,106 |
| | Other energy sources | 0 | 0 | 0 |
| | Total energy | 212,421 | 860,401 | 841,999 |
| **Financial indicators** | Expenditure on energy | £67,854 | £68,903 | £28,491 |
| | Expenditure on official business travel | £16,452 | £18,627 | £60,632 |

* Usage relates to former office premises (April-July 2024).

## Energy consumption

Our new office location has substantially reduced our energy consumption. There is no gas supply in the new building and all electricity is 100% renewably sourced. In 2024-25, our electricity usage increased, our gas reduced to zero, and overall we have seen a significant reduction in the total energy used.

We continue to actively monitor our direct electricity consumption and take action to reduce this. This includes having energy-saving sensors within the office lighting system, installed and serviced by British Standards approved suppliers, to ensure we only use the necessary lighting.

## Waste

Waste recycling facilities are provided throughout the office building and are clearly labelled with the aim to reduce the volume of waste being sent to landfill.

All confidential waste is disposed of by a specialist contractor who ensures that 100% of destroyed paper is securely recycled.

## Single-use plastics

Along with MoJ, CICA is committed to reducing single-use plastics wherever possible. The MoJ single-use plastics policy ensures that facilities management providers only use single-use plastics where no viable alternative is available. CICA does not provide catering facilities and does not purchase takeaway cups, plates, cutlery, straws or water bottles. Our use of mains drinking water has eliminated the need to provide single-use plastic water coolers in our office.

Catering facilities are provided at our premises by an external company who are committed to operating in a sustainable manner. All takeaway cups, boxes, and cutlery are biodegradable or compostable, customers are encouraged to bring their own reusable cups by offering a discount incentive and food waste is actively tracked and minimised where possible.

## Finite resource consumption

The main drivers of water consumption are sanitation services and staff consumption. Our washrooms are of a modern design and therefore use less water, reducing our environmental impact.

### Table 14 Finite resource consumption

| Water | 2024-25 | 2023-24 |
|---|---|---|
| Non-financial indicators | | |
| **Total water consumption ($m^3$)** | **1,826** | **5,795** |
| Financial indicators | | |
| **Total water supply costs (£)** | **23,648*** | **17,325** |

* Includes charges for former office premises (April-July 2024).

## Paper usage

We are committed to reducing our paper usage. Most applications are paperless with 98% coming via our online application service and the remainder being supported through our telephone service. Two paper applications were received in 2024-25. The bulk of our correspondence with applicants post-application remains paper-based. Given the increased number of applications and live caseload, there was a slight increase (3%) in the volume of paper used in 2024-25 compared with 2023-24 (2,918 and 2,840 reams of A4 paper respectively). However, given the 15% increase to the live caseload, this increase is smaller than might have been expected.

We are working with MoJ Digital colleagues more broadly on digitising the end-to-end applicant journey. This will result in a significant reduction in paper usage.

## Travel

We continue to travel significantly less than the 2017-18 baseline set by the Greening Government Commitments. This ongoing reduction reflects the lasting impact of new ways of working introduced during the Covid-19 pandemic.

In 2024-25, the primary reason for business travel was for CICA Presenting Officers to attend in-person appeal hearings. However, the majority of our appearances before the FTT continue to be conducted remotely. This approach not only supports operational efficiency but also contributes to a reduced carbon footprint.

Over the past year, we have further decreased air travel, opting for rail wherever possible and in accordance with MoJ policy. This shift is both more cost-effective and environmentally sustainable, resulting in lower $CO_2$ emissions compared with 2023-24.

## Table 15 Travel

| | | 2024-25 | 2023-24 (Restated) |
|---|---|---|---|
| **Distance travelled (km)** | Rail travel | 53,482 | 48,843 |
| | Air travel | 5,348 | 9,709 |
| | **Total** | **58,830** | **58,552** |
| **Emissions ($tCO_2e$)** | Rail travel | 1.95 | 1.73 |
| | Air travel | 1.50 | 2.87 |
| | **Total** | **3.45** | **4.60** |
| **Financial indicators** | Rail travel | £14,713 | £15,661 |
| | Air travel | £1,739 | £2,966 |
| | **Total** | **£16,452** | **£18,627** |

## Going forward

The UK Government's commitment to tackle climate change and achieve net zero by 2050 or earlier is clear and at CICA we are committed to making our contribution.

We have made considerable progress this year as a result of our office move and the consequent reduction in office footprint, energy and water consumption. We will continue to seek opportunities to further improve our environmental footprint including through reducing our reliance on paper.

**Lynne Henderson**
Deputy Chief Executive and Accounting Officer
Criminal Injuries Compensation Authority
10 July 2025

# Accountability report

# Corporate Governance Report

## Introduction

The Corporate Governance Report sets out the composition and organisation of CICA's governance structures and how these arrangements have supported the achievement of its objectives during 2024-25.

CICA's Framework document sets out the arrangements for governance, accountability, financing, staffing and operations. The Agency Framework Agreement can be viewed at **https://www.gov.uk/government/publications/criminal-injuries-compensation-authority-agency-framework**.

As Deputy Chief Executive and Accounting Officer for CICA, I am responsible for the resources CICA utilises when carrying out its functions as set out in the Framework document. Until August 2024, the role of Accounting Officer was held by our former Chief Executive Officer, Linda Brown.

As Accounting Officer, I am personally responsible for safeguarding the public funds for which I have charge, for ensuring propriety and regularity in the handling of public funds, and for day-to-day operations and management of CICA. Further responsibilities of an Accounting Officer are set out within the HM Treasury document, 'Managing Public Money'. In addition, I must ensure that CICA as a whole is run in accordance with the appropriate standards in terms of governance, decision making and financial management.

My report outlines the governance arrangements in place to manage risks to the achievement of CICA's agreed objectives and to provide effective oversight and control over its resources and assets.

This report includes:

- Directors' report
- Statement of the Accounting Officer's responsibilities
- Governance statement.

# Directors' report

The Accountability report includes information about our Board, Audit and Risk Committee (ARC) and Executive Management Committee (EMC). Together they are responsible for establishing strategic direction, delivering against objectives and managing risk.

The composition of each of these key governance groups is detailed on pages 66-71.

I am satisfied that these forums represent, and deliver, effective corporate governance within CICA.

## Managing conflicts of interest

All executive and non-executive board members participated in a quarterly declaration of any directorships held and other significant interests which may conflict with their role or the conduct of CICA. A Register of Interests is held, and no conflicts were noted during the financial year.

## Personal data-related incidents

CICA takes the protection of personal data extremely seriously and reports serious breaches to the Information Commissioner's Office (ICO). During 2024-25, no data breaches required to be reported to the ICO.

## Statement of Accounting Officer's Responsibilities

Under section 6(3) of the Criminal Injuries Compensation Act 1995 and paragraph 136 of the Criminal Injuries Compensation Scheme 2012, the Secretary of State (with the approval of HM Treasury) has directed the Criminal Injuries Compensation Authority to prepare for each financial year a statement of accounts in the form and on the basis set out in the Accounts Direction. The accounts are prepared on an accruals basis and must provide a true and fair view of the state of affairs of CICA and of its net resource outturn, application of resources, changes in taxpayers' equity and cash flows for the financial year.

In preparing the accounts, the Accounting Officer is required to comply with the requirements of the Government Financial Reporting Manual (GFRM) and to:

- observe the Accounts Direction issued by the Secretary of State (with the approval of HM Treasury), including the relevant accounting and disclosure requirements, and apply suitable accounting policies on a consistent basis
- make judgements and estimates on a reasonable basis
- state whether applicable accounting standards as set out in the GFRM have been followed and disclose and explain any material departures in the accounts
- prepare the accounts on a going concern basis

- confirm that the annual report and accounts is fair, balanced and understandable and take personal responsibility for the annual report and accounts and the judgements required for determining that it is fair, balanced and understandable.

The Principal Accounting Officer of the MoJ has designated the Deputy Chief Executive Officer as Accounting Officer of CICA. The responsibilities of an Accounting Officer, including responsibility for the propriety and regularity of the public finances for which the Accounting Officer is answerable, for keeping proper records and for safeguarding the CICA assets, are set out in ‘Managing Public Money’ published by HM Treasury.

As the Accounting Officer, I have taken all the steps that I ought to have taken to make myself aware of any relevant audit information and to establish that CICA’s auditors are aware of that information. So far as I am aware, there is no relevant audit information of which the auditors are unaware.

**Lynne Henderson**
Deputy Chief Executive and Accounting Officer
Criminal Injuries Compensation Authority
10 July 2025

# Governance statement

This governance statement sets out the main features of the governance, risk management and internal control frameworks operated within CICA during 2024-25.

CICA is an executive agency of the MoJ. In 2024-25, CICA's reporting line moved to the Director General, Service Transformation Group of the MoJ.

A Memorandum of Understanding sets out the framework of CICA and the Scottish Government's relationship. This includes arrangements for the Scottish Government contribution towards scheme funding. The Scottish Government was represented at meetings of the CICA Board by the Head of Victims and Witnesses Unit.

CICA's Annual Business Plan is subject to ministerial approval. There is no separate requirement for CICA to consult with ministers on key financial or operational decisions. This is compatible with the requirements of the primary and secondary legislation by which CICA is empowered.

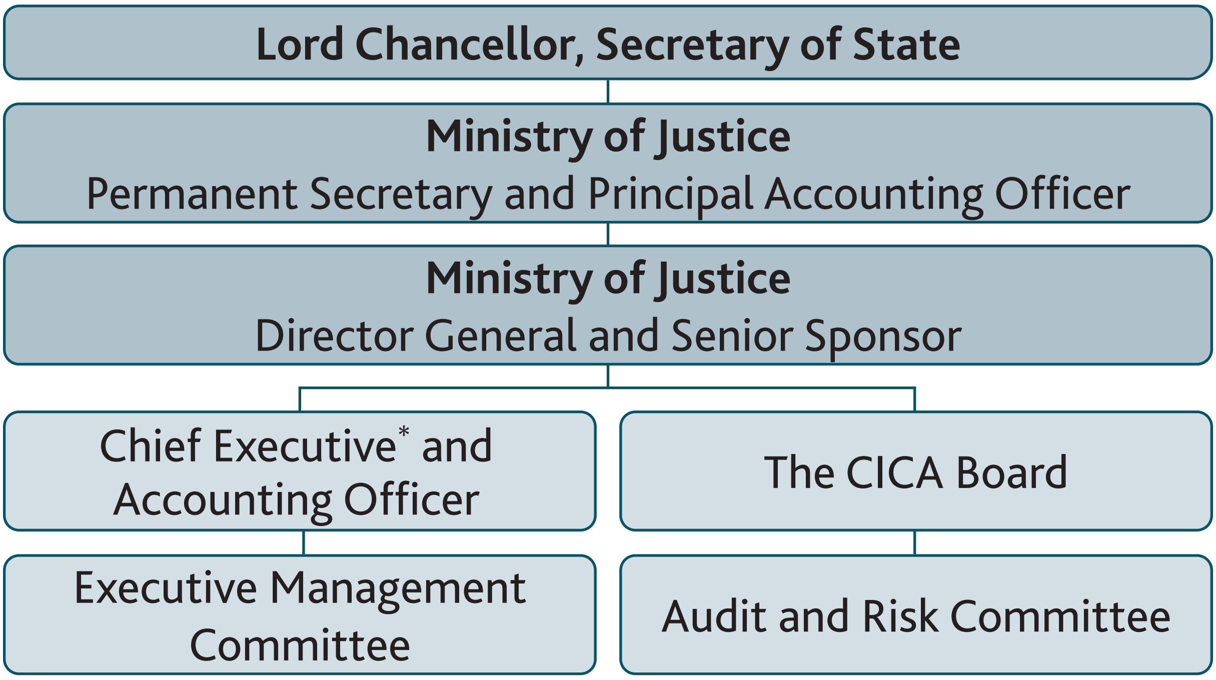
## Governance framework

CICA adheres to the best practice principles outlined within HM Treasury and Cabinet Office Corporate Governance Code of Good Practice and HM Treasury guidance on 'Managing Public Money'.

The governance framework ensures that CICA can reliably achieve its objectives while addressing uncertainty and acting with integrity. We have structured our governance to ensure an appropriate balance between performance, risk management and compliance.

The governance structure is detailed on the following page.

### Table 16 Governance structure




* Deputy Chief Executive from August 2024.

## The Board

The Board is currently chaired by the Deputy Chief Executive and Accounting Officer. Membership comprises two non-executive board members and the MoJ Finance Director. In 2023-24, a recruitment campaign was undertaken to appoint a non-executive Chair to the CICA Board in line with the principles set out in the 'Cabinet Office Governance Code on Public Appointments'. This recruitment had not concluded in 2024-25.

The non-executive board members are:

- Russell Frith BA, ACA
- Derek Bray BA, LLB, MPhil.

Standing attendees include CICA's Director of Operations, Director of Corporate Services and Director of Legal and Policy Services, Head of MoJ Digital for CICA and MoJ's HR Business Partner to CICA. Members of MoJ Policy and the Scottish Government attend by invitation.

The Board met quarterly to consider performance and offer constructive challenge across CICA's operations and activities. Non-executive board members are expected to provide advice on five key areas in line with HM Treasury Corporate Governance in central government departments (**Corporate governance in central government departments: code of good practice (publishing.service.gov.uk)**). These were:

- Strategic clarity
- Commercial sense
- Talented people
- Results focus
- Management information.

The Board is provided with financial, performance and risk information on a quarterly basis and may request supplementary information if required. The data supplied to the Board is informed by monthly reporting to the EMC and monthly submissions to MoJ regarding CICA's financial management, performance and risk. Risks and controls in operation are further scrutinised on a quarterly basis by the ARC.

The Board considered and advised on a range of improvements to CICA services including performance and planning, budget management and business transformation.

All matters were reported openly, and no business required a confidential addendum or closed minute relating to commercial or personal sensitivities.

## Audit and Risk Committee

The ARC operates in accordance with HM Treasury's Audit and Risk Assurance Committee handbook and provided support to the Board and the EMC in their responsibilities towards risk management, control and corporate governance. The ARC provided oversight of the management of CICA's operations and assets; accounting policies (including the integrity of financial statements and the Annual Report and Accounts); practices relating to risk, control and governance; and the adequacy of response to audit findings.

The ARC is chaired by a non-executive board member with the remaining non-executive board member completing the membership of the ARC. Meetings were held quarterly.

These ARC meetings were supported by the attendance of the Deputy Chief Executive and Accounting Officer and the Director of Corporate Services. Other members of the CICA Executive Management Team attended as required to support the business of the ARC. The ARC was also supported by the attendance of the MoJ Director of Finance and, by invitation, experts in financial modelling, forecasting, and financial accounts management from MoJ's finance function. Representatives of the Government Internal Audit Agency (GIAA) and the National Audit Office (NAO) also attended each meeting.

The ARC routinely considered and offered insight and challenge to reports relating to risk management, information management, internal audit and internal assurance. Additional notable reports provided to the ARC were in-depth risk reviews of:

- Artificial Intelligence (AI) – A review of the specific applications of AI at CICA, potential impact on efficiency and the guardrails in place to ensure safe use
- Key risk in-depth analysis – A review of the work being undertaken on specific, connected risks related to delivery of CICA objectives

- Double recovery of compensation – A review of CICA's implementation of the Court of Appeal judgment in AXO, clarifying the circumstances under which compensation awards may be offset against other payments
- Provision update – A review of amendments made to the provision model and the possible impact on the 2024-25 Annual Report and Accounts.

The ARC provided the EMC with a written minute of each quarterly meeting. The ARC Chair also submitted a written report to the MoJ Audit and Risk Assurance Committee following each meeting. All matters were reported openly, and no business required a confidential addendum or closed minute relating to commercial or personal sensitivities. The ARC provided its opinion, in its annual report to CICA, confirming the ARC's reasonable assurance that there is an adequate level of control and governance in place across CICA and that matters arising during the year have been, or are being, addressed by management.

## Executive Management Committee

The EMC supports the Accounting Officer in the day-to-day management and operation of CICA. During 2024-25, the EMC members supporting the Accounting Officer were:

- Lynne Henderson, Deputy Chief Executive*
- Laura Johnston, Director of Legal and Policy Services

- Martin McGoldrick, Director of Corporate Services (until March 2025)
- Nina Blakey, Director of Operations
- Louisa Harrison, Senior Finance Business Partner
- Shelina Hargrove, Head of MoJ Digital for CICA (until October 2024)
- Bethan Bolton, Head of MoJ Digital for CICA (from October 2024)
- Gill Bailey, HR Business Partner.

* Assumed Accounting Officer responsibility August 2024.

In the discharge of its duties, the EMC was informed by advice and guidance from the Board and the ARC, together with specific reports relating to financial accounting, operational performance, risk management, governance, business transformation, people management, policy, and health and safety.

The quality of this management information provided the EMC with an appropriate level of detail with which to monitor and react to all matters relating to organisational activity and performance. This ensured that decisions were taken with objectivity, transparency and a clear focus on achieving our organisational objectives.

## Board and Committee information

### Table 17 Number of meetings attended by member of those eligible to attend

| | The Board | Audit and Risk Committee | Executive Management Committee |
|---|---|---|---|
| **Linda Brown CBE**<br>Chief Executive Officer<br>(until 31 July 2024) | 2 of 2 | 2 of 2 | 4 of 4 |
| **Lynne Henderson**<br>Deputy Chief Executive Officer | 4 of 4 | 5 of 5 | 12 of 12 |
| **Russell Frith**<br>Non-executive board member, and<br>Chair of the Audit and Risk Committee | 4 of 4 | 5 of 5 | – |
| **Derek Bray**<br>Non-executive board member | 3 of 4 | 4 of 5 | – |
| **Laura Johnston**<br>Director of Legal and Policy Services | 4 of 4 | – | 12 of 12 |

| | The Board | Audit and Risk Committee | Executive Management Committee |
|---|---|---|---|
| **Martin McGoldrick**<br>Director of Corporate Services (until March 2025) | 4 of 4 | 5 of 5 | 12 of 12 |
| **Nina Blakey**<br>Director of Operations | 3 of 4 | – | 11 of 12 |
| **Caroline Patterson**<br>Finance Director, Operations | 3 of 4 | 2 of 5 | – |
| **Louisa Harrison**<br>Senior Finance Business Partner | 4 of 4 | 4 of 5 | 11 of 12 |
| **Shelina Hargrove**<br>Head of MoJ Digital for CICA (until October 2024) | 2 of 2 | – | 4 of 5 |
| **Bethan Bolton**<br>Head of MoJ Digital for CICA (from October 2024) | 2 of 2 | – | 5 of 7 |
| **Gill Bailey**<br>HR Business Partner | 2 of 4 | – | 11 of 12 |

The three key governance groups are supported in delivering organisational objectives by the following additional groups and committees:

## Health and Safety Committee

The Health and Safety Committee ensures compliance with legislation and guidance, providing a collaborative approach to addressing health and safety issues within the workplace.

Meetings of the Health and Safety Committee were chaired by the CICA Health and Safety Manager. Membership included the Director of Corporate Services, Senior Governance Manager, Trade Union representatives and Health and Safety representatives from all directorates.

## Stakeholder Engagement and Equality Forum

The Stakeholder Engagement and Equality Forum is chaired by CICA's Head of Policy (Legal and Policy Directorate) and is a meeting with representatives from CICA's key stakeholder groups. The forum provides valuable insight to help inform service enhancements. It is an important opportunity for CICA to engage and learn from a diverse range of organisations who deliver frontline services supporting victims of violent crime. CICA is committed to continuously involving and listening to stakeholders to improve its understanding of victims' experiences and needs, ensuring these are recognised in its operational practices, products and the design of new services.

## Risk management

Risk management is critical to effective business management. CICA uses established risk management approaches to identify new and emerging risks, inform decision making and to strengthen internal controls.

## Table 18 Risks and challenges

The table below outlines the significant risks and challenges which have been managed at a strategic level throughout 2024-25 and notes some of the actions undertaken to mitigate these risks.

| Risk | Link to Strategic outcome | Description | |
|---|---|---|---|
| **Operational delivery** | SO1 SO2 SO3 | The risk that if application intake continues to rise, there will be insufficient capacity to meet demand, leading to an increasing caseload and increased handling costs. | |

| | Annual risk trend | Controls and mitigating activity |
|---|---|---|
| |  | **Current controls include:**<br>• A refreshed workforce plan to increase operational resource levels within affordable limits to help address rising demand<br>• Proactive staff recruitment to ensure CICA is maximising its decision-making capacity.<br>**Mitigating activities include:**<br>• Work to streamline eligibility and medical information gathering processes to improve case handling efficiency<br>• Exploration of the use of AI tools to support claims officers and improve case-handling efficiency. |

| Risk | Link to Strategic outcome | Description | |
|---|---|---|---|
| **Competing demands** | SO1<br>SO2<br>SO3 | The risk that as growing demand for compensation becomes more complex to manage, competing priorities will prevent CICA from meeting its performance targets, increase budget pressure, and lead to applicant dissatisfaction. | |

| Annual risk trend | Controls and mitigating activity |
|---|---|
|  | **Current controls include:**<br>• Regular review of key metrics shared with CICA senior leadership to track performance<br>• Targeted use of resources<br>• Regular KPI reporting to MoJ Planning and Performance teams to ensure visibility of challenges.<br>**Mitigating activities include:**<br>• Development of a caseload strategy that seeks to balance compensation spend, caseload management and timeliness of decisions within current operational capacity<br>• A review of our applicant contact and how we can make the experience better, improving accessibility and providing a modern service to applicants. |

| Risk | Link to Strategic outcome | Description | |
|---|---|---|---|
| **People** | SO1<br>**SO2**<br>SO3 | The risk that if CICA fails to recruit, retain and develop a capable workforce, then we will fail to maintain effective service delivery, leading to negative impacts on victims' experience of applying for compensation. | |

| Annual risk trend | Controls and mitigating activity |
|---|---|
| New | **Current controls include:**<br>• Regular workforce planning meetings to ensure process oversight and performance against overall resourcing position<br>• A clear approvals process to ensure recruitment campaigns can be implemented efficiently and effectively<br>• Regular engagement with MoJ to align our people offer and ensure staff have access to the right resources to develop their career within CICA.<br>**Mitigating activities include:**<br>• Further development of CICA's line management capability, including coaching resources for operational staff<br>• Delivery of well-being and engagement events to ensure CICA remains a great place to work for all our staff<br>• Development of a forecasting modelling tool to better understand resourcing needs and impact to inform strategic workforce planning. |

| Risk | Link to Strategic outcome | Description | |
|---|---|---|---|
| **Delegated budget** | SO1 SO2 **SO3** | The risk that if CICA's delegated budget does not align with the value of compensation entitlements established in year, then applicants may face delays in receiving compensation. | |

| Annual risk trend | Controls and mitigating activity |
|---|---|
|  | **Current controls include:**<br>• Monitoring by CICA and MoJ Finance Business Partners, with financial planning and forecasting undertaken in line with ‘Managing Public Money’ and financial delegations<br>• Regular risk reporting to MoJ and Scottish Government, providing a framework in which variances against forecast can be highlighted and additional budget sought by CICA in a timely way, to avoid either a breach of the delegated budget or avoidable delay for applicants<br>• Finance management information is provided monthly to the EMC and quarterly to the ARC.<br>**Mitigating activities include:**<br>• Quarterly meetings are held with Scottish Government, MoJ Finance and CICA operations to ensure oversight of spend. |

| Risk | Link to Strategic outcome | Description |
|---|---|---|
| **Concurrent claims** | SO1 SO2 **SO3** | The risk that if a concurrent claim is made to CICA and another source of compensation, there is a possibility that applicants receive double compensation or unlawful recoveries are pursued due to the limited ability to share data with other redress schemes. |
| **Scheme changes** | **SO1** SO2 **SO3** | The risk that CICA is not ready to implement amendments to the Scheme, leading to inefficiency and increased operational cost due to lack of visibility on scope, scale and timeline of any legislative change. |

| Annual risk trend | Controls and mitigating activity |
|---|---|
| | **Current controls include:**<br>• Information gathering during the initial application and police reporting ask applicants to confirm if other compensation has been claimed or anticipated<br>• Claims may be deferred pending an outcome of civil claim under paragraph 98 of the Scheme<br>• Terms of acceptance on offer letters instruct applicants may be required<br>• to repay award if compensation is received from another source.<br>**Mitigating activities include:**<br>• CICA is exploring data-sharing opportunities with other authorities (including NHS resolution and HMCTS) to help determine where other awards of compensation may have been claimed. |
| | **Current controls include:**<br>• Regular engagement with MoJ Policy to understand any proposed changes to the Scheme following either public consultation or departmental policy changes.<br>**Mitigating activities include:**<br>• Refresh of governance arrangements between CICA and MoJ Policy to ensure effective understanding of roles and responsibilities. |

| Risk | Link to Strategic outcome | Description | |
|---|---|---|---|
| **Legal challenge** | **SO1** SO2 **SO3** | The risk that the Scheme and CICA's application of the Scheme are subject to legal challenge, leading to financial liabilities beyond those currently forecast if successful. | |
| **New technology** | **SO1** SO2 SO3 | The risk that digital work (including artificial intelligence) may not deliver anticipated business benefits, or that investment required to support digital work may become unavailable. This could lead to missed opportunities to improve efficiency in assessment of claims. | |

| Annual risk trend | Controls and mitigating activity |
|---|---|
| | **Current controls include:**<br>• CICA/MoJ instructs expert Counsel to defend legal challenges<br>• Key internal stakeholders informed of developments and emerging risks. |
| | **Current controls include:**<br>• MoJ Digital colleagues are represented at CICA's EMC with progress updates provided to the CICA Board<br>• Digital roadmap agreed in line with CICA priorities<br>• Regular engagement with CICA's Legal and Policy and Governance teams to ensure compliance with statutory obligations.<br>**Mitigating activities include:**<br>• Regular review and development of priorities as part of CICA's Transformation and Change Committee<br>• Future investment decisions will be taken in collaboration with CICA and MoJ Digital as part of a collaborative approach to digital change. |

## Financial risks

CICA receives a delegated budget from MoJ each financial year to operate the Scheme in England and Wales and income from the Scottish Government to fund the Scheme in Scotland.

CICA is required to manage controls to ensure the delegated budget is not exceeded. Compensation entitlements are never reduced or refused due to budget pressures, although there is an inherent risk that if compensation demand outpaces the available budget, either the organisation's delegated budget may be breached or the timing of payments may be affected.

In practice, CICA relies on forecasting and ongoing dialogue with those who fund the schemes to ensure this risk is managed effectively and does not materialise. In circumstances where the delegated budget forecast identifies it may be insufficient to meet the value of claims which will reach 'ready to offer' status, CICA will request the authorisation of additional budget cover from MoJ and/or income from the Scottish Government.

Through 2024-25, CICA managed this risk by providing forecasts and regular reports to the Chief Operating Officer (COO), via its Senior Finance Business Partner, on budget utilisation and quarterly updates to the Scottish Government. As agreed with MoJ Finance in March 2025, CICA spent an extra £1.1m over its budget in compensation payments.

## Financial liability risks

The key financial liability risks were:

### Incidents Incurred But Not Yet Received (IBNYR)

IBNYR is an unquantifiable contingent liability in respect of a possible future obligation to individuals who have been victims of violent crime as at the end of the reporting period. This liability depends upon uncertain future events occurring and an application being submitted which meets the criteria set out in the relevant scheme. Although CICA recognises that this contingent liability exists in respect of IBNYR, the amount of the obligation cannot be measured with sufficient reliability as it is not possible to establish with any reliable certainty the total number of eligible victims who sustained eligible criminal injuries, the likelihood of an application being made and then qualifying for compensation, according to the multiple criteria contained in the Scheme, and thereafter predicting with any reasonable certainty the potential value of any award which may be made, and the timescale in which this may occur.

### Offers not accepted within time limits

Under the 2012 Scheme, a claimant's legal entitlement to an award crystallises on the date on which CICA receives written notice from the claimant or representatives of acceptance of a determination made by a claims officer. The Scheme provides that the acceptance of the award must (normally) be sent within 56 days, but other provisions of the Scheme mean that CICA is not legally empowered to withdraw a First Decision or Appeal offer until 2 years and 56 days have passed or to withdraw a Review Decision offer until 2 years and 90 days have passed. Once this deadline has passed CICA is able to send out withdrawal letters.

There are cases where the deadline for acceptance has passed but CICA has not yet withdrawn the offer. Such cases require a formal decision to be made withdrawing the offer and for the applicant to be given the opportunity to exercise rights of review and appeal against that decision. In some of those cases, information may be received which may lead CICA to exercise its discretion under the Scheme in favour of the claimant, and not withdraw the offer even though the deadline has passed. It is not possible to quantify the value of cases where CICA would so exercise discretion. However, the total value of cases ‘on offer’ and past the deadline is £1.0m: any liability would therefore be below that value.

# Audit, assurance and operational delivery

## Audit objectives

The annual audit plan is designed to support an annual internal audit opinion on the adequacy and effectiveness of governance, risk management and control through which:

- Oversight, structures, authorities and responsibilities, and reporting support a clear understanding of risks and controls and effective decision making
- Objectives are specified with sufficient clarity to enable the identification and assessment of risk
- Risks to the achievement of objectives are identified and assessed to determine how they should be managed
- Changes that could significantly affect the system of internal control are identified and assessed
- Control activities are designed adequately and operated as intended to mitigate risks to acceptable levels
- Relevant, accurate, complete and timely information is available and used to support the functioning of internal control.

## Internal audit activity

A programme of internal audit was undertaken by GIAA in accordance with the Public Sector Internal Audit Standards. This offered robust scrutiny of the adequacy, effectiveness and reliability of controls operating over the following functions (and assurance rating provided):

- Business continuity plan: Moderate
- Payments out: Moderate
- Quality assurance: Moderate
- Information assurance: Substantial.

## Internal audit opinion

GIAA provided an overall internal audit opinion of moderate assurance for the effectiveness of the systems of governance, risk management and internal control operating across CICA.

## Information assurance

CICA processes significant volumes of personal and sensitive information. We are committed to ensuring actions taken in handling such information achieve the highest standards of security and that the privacy rights of individuals are fully respected.

We employ a mandatory requirement for all staff to annually complete security and data protection training. In 2024-25, we achieved 91% compliance. This helps us embed an effective information assurance culture across the organisation.

Assuring information and managing risks related to the use, processing, storage and transmission of the information we hold is a high priority. The technical controls we have in place reflect those recommended by the National Cyber Security Centre to address external cyber security threats, and we have further strengthened our approach within the last year through a number of key measures.

We are participating in a full assessment of the new GovAssure cyber security framework covering our critical services, including an external assurance review. This presents a useful opportunity to review our current arrangements and be at the forefront of the new approach being rolled out across government.

We have adopted processes related to cyber security, integrating fully with MoJ security teams. CICA firewalls are monitored continuously by MoJ network teams, ensuring protection against threats and vulnerabilities.

We have undertaken further testing of our ability to restore access to data in the event of any incidents using back-up processes. Disaster recovery processes have been recently assessed and tested. Migrations to the cloud for key CICA systems have continued throughout the year, increasing resilience across our technology estate and enhancing the scalability and security of our services.

In 2024-25, we received and actioned 72 requests for information under the Freedom of Information Act 2000. In addition, we processed 2,703 SARs under the Data Protection Act 2018 and UK General Data Protection Regulation.

We continue to collaborate with wider government by actively participating in MoJ-wide forums and boards. In 2024-25, our Senior Information Risk Owner, or deputy, attended the bi-monthly MoJ Information and Security Risk Board and the monthly Data Protection Sub Committee.

## Functional reform

Corporate and professional functions are provided to CICA by MoJ and include: analytical services, commercial, communications, counter fraud, debt, digital, finance, grants, people, project delivery, property, and security.

Government functions have been working together to set and embed the use of functional standards. Functional standards exist to create a coherent, effective and mutually understood way of doing business within central government organisations. These standards are mandated for use across central government and provide a stable basis for assurance, risk management and capability improvement. Throughout 2024-25, the functions' understanding of the requirements of their cross-government functional standards has matured. All functions are currently participating in an ongoing programme of continuous improvement and engagement.

## Counter fraud

CICA has adopted the MoJ departmental policy on fraud, bribery and corruption, noting that it is one of zero tolerance across the spectrum of its diverse activities and its engagement with official bodies and third parties.

The Chief Operating Officer of the MoJ has overall responsibility for counter fraud, supported by a dedicated Head of Counter Fraud, who leads the MoJ Counter Fraud Centre of Expertise (CoE). The CoE provides a business partner capability to CICA to support understanding and management of the respective response to the threat from fraud, bribery and corruption, ensuring compliance with the Government Functional Standard on Counter Fraud.

CICA, supported by MoJ, is committed to meeting the requirements of the counter fraud functional standard and the Public Sector Fraud Authority (PSFA) Mandate. While CICA, and MoJ more broadly, do not currently have the capability to provide an evidence-based financial measurement of counter fraud risks, all fraud or error detections, losses, preventions or recoveries are reported quarterly to the PSFA. CICA seeks to recover taxpayer money lost to fraud and error wherever possible.

## Whistleblowing

CICA adopts the MoJ Whistleblowing policy, links are published on the CICA intranet and information related to the policy forms part of our mandatory annual security training. Our Anti-Fraud Protocol and Whistleblowing Policy further supports vigilance around potential for bribery and corrupt practice.

## Conclusion

I am confident that this statement provides a comprehensive account of the corporate governance, risk management and control arrangements operating across CICA.

I am satisfied that these governance arrangements offered effective control and transparency over the management and accountabilities of CICA in 2024-25.

**Lynne Henderson**
Deputy Chief Executive and Accounting Officer
Criminal Injuries Compensation Authority
10 July 2025

# Remuneration and staff report

## Remuneration policy

All permanent members of staff, including any on secondment and fixed term appointments are employees of MoJ. Accordingly, CICA does not have, nor require, a separate Remuneration Committee or Nominations Committee.

### Remuneration policy – senior civil servants

The remuneration of senior civil servants is set by the Prime Minister following independent advice from the Review Body on Senior Salaries. In 2024-25, there were two posts classified as senior civil servants, the Chief Executive Officer and the Deputy Chief Executive Officer. Performance-based pay awards for senior civil servants are determined by an assessment of performance against objectives agreed between the individual and their line manager at the start of the reporting year.

### Remuneration policy – non-senior civil servants

Remuneration packages fall under the schemes operated by MoJ and follow Government policy guidelines for public sector pay. Performance is recognised through MoJ Performance Management and Reward and Recognition policies. Staff at all grades are eligible for in-year rewards which are used to recognise staff in a timely way throughout the financial year.

## Service contracts

Unless otherwise stated below, staff appointments are made on merit on the basis of fair and open competition and are open-ended until the individual wishes to retire, subject to satisfactory attendance and performance. Early termination, other than for misconduct, may result in the individual receiving compensation as set out in the Civil Service Compensation Scheme.

## Senior staff disclosures (subject to audit)

The following sections provide details of the remuneration and pension interests of the senior management and non-executive board members of CICA.

The Deputy Chief Executive Officer fulfils the role of Accounting Officer of CICA. The Chief and the Deputy Chief Executive Officers, for the purposes of disclosure, are classified as the senior management of CICA. All other members of the Executive Management Team have responsibility for delivery within their individual directorates and not for directing or controlling the major activities of the entity during the year.

## Table 19 Remuneration and pensions of senior management (subject to audit)

| Name | Salary 2024-25 | Bonuses 2024-25 | Pension benefits 2024-25 | Severance payments 2024-25 |
|---|---|---|---|---|
| | £000 | £000 | £000 | £000 |
| **Linda Brown** Chief Executive (until 31st July 2024) | 35-40 FYE 110-115 | – | 13 | – |
| **Lynne Henderson** Deputy Chief Executive Officer | 80-85 | 5-10 | 69 | – |

* Cash equivalent transfer value

Bonuses relate to performance in both the current and previous financial year.

Pension benefit and CETV values are calculated and provided to CICA by MyCSP, the PCSPS administrator.

| | Total 2024-25 | Accrued pension and related lump sum at pension age 31/03/25 | Real increase in pension and related lump sum at pension age 2024-25 | CETV* at 31/03/25 | CETV at 31/03/24 | Real increase in CETV 2024-25 |
|---|---|---|---|---|---|---|
| | £000 | £000 | £000 | £000 | £000 | £000 |
| | 50-55 | Pension 60-65<br>Lump sum 110-115 | Pension 0-2.5<br>Lump sum nil | 1,335 | 1,301 | 10 |
| | 155-160 | Pension 40-45<br>Lump sum 15-20 | Pension 2.5-5<br>Lump sum 0-2.5 | 813 | 722 | 59 |

| Name | Salary 2023-24 | Bonuses 2023-24 | Pension benefits 2023-24 | Severance payments 2023-24 |
|---|---|---|---|---|
| | £000 | £000 | £000 | £000 |
| **Linda Brown** Chief Executive Officer | 105-110 | 5-10 | 12 | – |
| **Lynne Henderson** Deputy Chief Executive Officer (from 1 January 2024) | 15-20 (FYE 75-80) | – | (10) | – |

The pension benefits of any members affected by the public service pensions remedy which were reported in 2022-23 based on alpha membership for the period between 1 April 2015 and 31 March 2022 have been reported since 2023-24 based on Principal Civil Service Pension Scheme (PCSPS) membership for the same period.

Pension benefit and CETV values are calculated and provided to CICA by MyCSP, the PCSPS administrator.

| | Total 2023-24 | Accrued pension and related lump sum at pension age 31/03/24 | Real increase in pension and related lump sum at pension age 2023-24 | CETV at 31/03/24 | CETV at 31/03/23 | Real increase in CETV 2023-24 |
|---|---|---|---|---|---|---|
| | £000 | £000 | £000 | £000 | £000 | £000 |
| | 125-130 | Pension 55-60 Lump sum 125-130 | Pension nil-2.5 Lump sum nil | 1,302 | 1,182 | 30 |
| | 5-10 | Pension 35-40 Lump sum 15-20 | Pension nil Lump sum nil | 722 | 720 | (11) |

# Remuneration report

## Table 20 Remuneration of non-executive board members

| | 2024-25 | 2023-24 |
|---|---|---|
| | £000 | £000 |
| Derek Bray | 0-5 | 0-5 |
| Russell Frith | 0-5 | 0-5 |
| **Total** | **5.8** | **6.4** |

CICA non-executive board members receive fees based on the number of board meetings attended. Their fees are non-pensionable but are subject to tax and national insurance.

All current non-executive board members started with CICA on 15 December 2020 for a period of three years. In 2023-24, Derek Bray and Russell Frith's contracts were extended to December 2026.

### Salary

Staff salaries include gross salary, overtime, and any other allowance to the extent that it is subject to UK taxation.

### Bonuses

Bonuses are based on performance levels attained and are awarded as part of the appraisal process. Unless otherwise stated, bonuses reported each year relate to performance in the preceding year.

## Benefits in kind

The monetary value of benefits in kind covers any benefits provided by the Department and treated by HM Revenue and Customs as a taxable emolument. No executive or non-executive board members received any taxable benefits in 2024-25 or 2023-24.

## Pension benefits

The value of pension benefits accrued during the year is calculated as (the real increase in pension multiplied by 20) plus (the real increase in any lump sum) less (the contributions made by the individual). The real increases exclude increases due to inflation or any increase or decreases due to a transfer of pension rights.

## Civil Service pensions

Pension benefits are provided through the civil service pension arrangements. Before 1 April 2015, the only scheme was the Principal Civil Service Pension Scheme (PCSPS), which is divided into various schemes – classic, premium, and classic plus provide benefits on a final salary basis, while nuvos provides benefits on a career average basis. From 1 April 2015 a new pension scheme for civil servants was introduced – the Civil Servants and Others Pension Scheme or alpha, which provides benefits on a career average basis. All newly appointed civil servants, and the majority of those already in service, joined the new scheme.

The PCSPS and alpha are unfunded statutory schemes. Employees and employers make contributions (employee contributions range between 4.6% and 8.05%, depending on salary). The balance of the cost of benefits in payment is met by monies voted by Parliament each year. Pensions in payment are increased annually in line with the Pensions Increase legislation. Instead of the defined benefit arrangements, employees may opt for a defined contribution pension with an employer contribution, the partnership pension account.

In alpha, pension builds up at a rate of 2.32% of pensionable earnings each year, and the total amount accrued is adjusted annually in line with a rate set by HM Treasury. Members may opt to give up (commute) pension for a lump sum up to the limits set by the Finance Act 2004. All members who switched to alpha from the PCSPS had their PCSPS benefits 'banked', with those with earlier benefits in one of the final salary sections of the PCSPS having those benefits based on their final salary when they leave alpha.

The accrued pensions shown in this report are the pension the member is entitled to receive when they reach normal pension age, or immediately on ceasing to be an active member of the scheme if they are already at or over normal pension age. Normal pension age is 60 for members of classic, premium, and classic plus, 65 for members of nuvos, and the higher of 65 or State Pension age for members of alpha. The pension figures in this report show pension earned in PCSPS or alpha – as appropriate. Where a member has benefits in both the PCSPS and alpha, the figures show the combined value of their benefits in the two schemes but note that the constituent parts of that pension may be payable from different ages.

When the Government introduced new public service pension schemes in 2015, there were transitional arrangements which treated existing scheme members differently based on their age. Older members of the PCSPS remained in that scheme, rather than moving to alpha. In 2018, the Court of Appeal found that the transitional arrangements in the public service pension schemes unlawfully discriminated against younger members (the ‘McCloud judgement’).

As a result, steps are being taken to remedy those 2015 reforms, making the pension scheme provisions fair to all members. The Public Service Pensions Remedy is made up of two parts. The first part closed the PCSPS on 31 March 2022, with all active members becoming members of alpha from 1 April 2022. The second part removes the age discrimination for the remedy period, between 1 April 2015 and 31 March 2022, by moving the membership of eligible members during this period back into the PCSPS on 1 October 2023.

The accrued pension benefits, Cash Equivalent Transfer Value and single total figure of remuneration reported for any individual affected by the Public Service Pensions Remedy have been calculated based on their inclusion in the PCSPS for the period between 1 April 2015 and 31 March 2022, following the McCloud judgement. The Public Service Pensions Remedy applies to individuals that were members, or eligible to be members, of a public service pension scheme on 31 March 2012 and were members of a public service pension scheme between 1 April 2015 and 31 March 2022. The basis for the calculation reflects the legal position that impacted members have been rolled back into the PCSPS for the remedy period. This will apply unless the member actively exercises their entitlement on retirement to decide instead to receive benefits calculated under the terms of the alpha scheme for the period from 1 April 2015 to 31 March 2022.

The partnership pension account is an occupational defined contribution pension arrangement which is part of the Legal & General Mastertrust. The employer makes a basic contribution of between 8% and 14.75% (depending on the age of the member). The employee does not have to contribute but where they do make contributions the employer will match these up to a limit of 3% of pensionable salary (in addition to the employer's basic contribution). Employers also contribute a further 0.5% of pensionable salary to cover the cost of centrally provided risk benefit cover (death in service and ill health retirement).

Further details about the Civil Service pension arrangements can be found at the website **www.civilservicepensionscheme.org.uk**

## Cash Equivalent Transfer Values (CETV)

A CETV is the actuarially assessed capitalised value of the pension scheme benefits accrued by a member at a particular point in time. The benefits valued are the member's accrued benefits and any contingent spouse's pension payable from the scheme. A CETV is a payment made by a pension scheme or arrangement to secure pension benefits in another pension scheme or arrangement when the member leaves a scheme and chooses to transfer the benefits accrued in their former scheme. The pension figures shown relate to the benefits that the individual has accrued as a consequence of their total membership of the pension scheme, not just their service in a senior capacity to which disclosure applies.

The figures include the value of any pension benefit in another scheme or arrangement which the member has transferred to the Civil Service pension arrangements. They also include any additional pension benefit accrued to the member as a result of their buying additional pension benefits at their own cost. CETVs are worked out in accordance with The Occupational Pension Schemes (Transfer Values) (Amendment) Regulations 2008 and do not take account of any actual or potential reduction to benefits resulting from Lifetime Allowance Tax which may be due when pension benefits are taken.

## Real increase in CETV

This reflects the increase in CETV that is funded by the employer. It does not include the increase in accrued pension due to inflation, contributions paid by the employee (including the value of any benefits transferred from another pension scheme or arrangement) and uses common market valuation factors for the start and end of the period.

## Public service pension remedy

Any members affected by the Public Service Pensions Remedy were reported in the 2015 scheme for the period between 1 April 2015 and 31 March 2022 in 2022 to 2023, but are reported in the legacy scheme for the same period in 2023 to 2024.

## Fair pay disclosures (subject to audit)

Reporting bodies are required to disclose the relationship between the remuneration of the highest-paid executive in their organisation and the lower quartile, median and upper quartile remuneration of the organisation's workforce.

### Table 21 Fair pay bandings and ratios

| | 2024-25 | 2023-24 |
|---|---|---|
| Highest paid executive salary | £110k-£115k | £110k-£115k |
| Lowest paid staff member salary | £20k-£25k | £20k-£25k |
| Lower quartile CICA salary | £24,202 | £22,940 |
| Lower quartile pay ratio | 4.7:1 | 4.9:1 |
| Median CICA salary | £28,681 | £27,250 |
| Median pay ratio | 3.9:1 | 4.1:1 |
| Upper quartile CICA salary | £34,668 | £32,884 |
| Upper quartile pay ratio | 3.3:1 | 3.4:1 |

In 2024-25 and 2023-24, no employee received remuneration exceeding that of the highest paid executive. For CICA, the calculations for pay quartiles result in the same values for total pay and benefits and for the salary component.

## Table 22 Annual percentage change in total salary and bonuses

| | Salary % | Bonuses % |
|---|---|---|
| Staff average | 3.5 | 45.4 |
| Highest paid director | 5.0 | n/a |

The highest paid director received a bonus in 2023-24 but not in 2024-25: they were not eligible for a bonus in 2024-25 as they were only in post for part of the year.

In 2024-25, a one-year pay award was agreed, from 1 August 2024 until 31 July 2025.

Total remuneration includes salary, overtime payments, non-consolidated performance-related pay and benefits in kind. It does not include severance payments, employer pension contributions and the CETV of pensions.

## Staff costs and numbers (subject to audit)

### Table 23 Staff costs

| Staff costs | 2024-25 | 2023-24 |
|---|---|---|
| | £000 | £000 |
| Salaries and wages | 9,362 | 9,213 |
| Overtime | 136 | 53 |
| Social security costs | 866 | 876 |
| Pension costs | 2,632 | 2,385 |
| **Total** | **12,996** | **12,527** |

The table above includes the costs of senior management remuneration and on-cost.

Agency costs included within the table above are £0.1m for 2024-25 (2023-24: £nil).

CICA staff, unless opted out, are members of the PCSPS. The PCSPS is an unfunded multi-employer defined benefit scheme in which CICA is unable to identify its share of underlying assets and liabilities. A full actuarial valuation was carried out as at 31 March 2018. Details can be found in the resource accounts of the Cabinet Office: Civil Superannuation (**www.civilservicepensionscheme.org.uk**).

For 2024-25, employers' contributions of £2.632m were payable to the PCSPS (2023-24: £2.385m) at 28.97% of pensionable pay for all salary bands. In 2023-24, contributions were payable at one of four rates in the range 26.6% to 30.3%, based on salary bands. The scheme's actuary reviews employer contributions every four years following the full scheme valuation. The contribution rates reflect benefits as they are accrued, not when costs are actually incurred, and reflect past experience of the scheme.

Employees joining the Civil Service after 1 October 2002 can opt to open a partnership pension account, which is a stakeholder pension with an employer contribution. No staff members working for CICA have taken this option during 2024-25 and this was also the case in 2023-24.

## Civil Service exit packages

Redundancy and other departure costs are paid in accordance with the provisions of the Civil Service Compensation Scheme, a statutory scheme made under the Superannuation Act 1972. Exit costs are accounted for in full in the year the exit package is confirmed. Where the Department has agreed early retirements, the additional costs are met by the Department and not by the PCSPS. Ill-health retirement costs are met by the pension scheme and are not included in the table above.

No CICA employees left under civil service exit packages during 2024-25.

## Off-payroll engagements and consultancy costs

During 2024-25, CICA reviewed off-payroll engagements where we are required to consider intermediaries legislation (IR35) using HMRC's guidance and on-line status indicator. We have advised any contracting body of the outcome of the status determinations so that, where appropriate, tax deductions are made at source from payments made in respect of the engagement with CICA.

### Table 24 Staff numbers

The average number of full-time equivalent persons employed (including senior management) during the year was as follows:

| | 2024-25 | 2023-24 |
|---|---|---|
| Full time equivalent | 302 | 306 |

## Table 25 Staff composition (not subject to audit)

| | 31 March 2025 headcount | 31 March 2024 headcount |
|---|---|---|
| **SCS2** | | |
| Female | 0 | 1 |
| **SCS1** | | |
| Female | 1 | 1 |
| **Non-SCS** | | |
| Male | 143 | 143 |
| Female | 182 | 176 |
| **Total** | **326** | **321** |

As at 31 March 2025, CICA had three board members comprised of two males and one female (included in SCS headcount).

# Our staff (not subject to audit)

## Employment policies

As CICA colleagues are MoJ employees, we adhere to MoJ HR policy and procedures. People participation is actively encouraged as part of the day-to-day process of line management and our senior leadership team is committed to working collaboratively with trade unions.

## Engagement

We remain committed to making CICA a great place to work and involving our people in decisions that affect them. In 2024-25, we continued to offer hybrid working arrangements, which create opportunities for our people to combine office and home working, alongside ensuring increased collaborative working within the office environment. Our approach ensures a high performing, service orientated and professional workplace community which promotes opportunities to connect, collaborate and thrive, while offering a blended approach to home and office working.

In 2024, our Civil Service People Survey engagement index score was 68%. This was seven percentage points above the overall MoJ score, four percentage points above the civil service benchmark score and a two percentage points increase on our score in 2023.

## Equality and diversity

CICA has duties, by virtue of the Equality Act 2010, associated with elimination of discrimination, harassment, victimisation and other conduct prohibited by the act; and advancement of equality of opportunity and fostering of good relations between those who do and do not share relevant protected characteristics. In accordance with our Public Sector Equality Duty, we undertake Equality Impact Assessments to understand the impact of change affecting our people and adhere to the terms of the MoJ Conduct Policy and the Civil Service Code. We continue our efforts to build an inclusive culture with the support of our established Diversity, Inclusion and Well-being Network, which is proactive in celebrating diversity. This ensures CICA continues to offer an inclusive working environment and promotes access to opportunities for all.

We strive to attract and retain a diverse workforce at all grades, that is reflective of the society we serve and the community where we are based. In 2024-25, we continued to engage in targeted outreach activity with local higher and further education institutes and explored opportunities for outreach collaboration with wider civil service colleagues.

Diversity data is collated by MoJ, and we continue to encourage our people to record their personal diversity information. This data helps us to understand the diversity profile of our people and ensure policies and processes are applied fairly.

We are committed to equity of opportunity and actively encourage and support our people to participate in a range of development programmes tailored to colleagues from under-represented groups. Programmes such as the 'Catapult' mentoring scheme are designed to support colleagues from lower socio-economic backgrounds to develop their personal and professional skills within a community of supportive peers and mentors. Opportunities such as these helped us grow our sense of inclusion and fair treatment as reflected in the People Survey, where our score for this area rose to 86% from 83% in 2023.

## Employment of disabled people

We adhere to MoJ rules associated with employment of disabled people and foster a culture in which we remove barriers and promote greater understanding of disability-related issues. We have access to MoJ's Workplace Adjustment Service, which offers advice and guidance to colleagues regarding reasonable adjustments and further available support services. Our continued accreditation as a Disability Confident Leader recognises our approach in challenging attitudes towards disability, increasing understanding of disability within the organisation and ensuring disabled people have opportunities to fulfil their potential. A number of our colleagues are also members of MoJ's ABLE Network, which aims to create a wider department that supports, values, develops and empowers all disabled colleagues.

## Learning and development

We remain committed to being a compassionate organisation, providing services which are sensitive to the experience of our applicants. During 2024-25, we continued to invest in trauma-informed awareness learning for our staff. We support the growth of our people, and this year they have participated in a variety of personal development activities and programmes. Learning at Work Week was well supported and offered a number of varied opportunities for our people to develop and grow in both their personal and professional lives.

## Social and community issues

We remain committed to supporting our local community and wider society. Our people are encouraged to volunteer for community projects and to help raise funds for local and nationwide charitable organisations.

## Sickness absence

We proactively managed sickness absence and promoted health and well-being at work. We supported new and existing line managers to increase knowledge and skills on attendance management, mental health, and disability awareness.

In 2024-25, the average working days lost to sickness was 6.7 days (2023-24: 7 days). Of these, 58% were due to long-term sickness and 42% due to short-term sickness.

## Staff turnover

Staff turnover in 2024-25 was 5.5% (2023-24: 7.3%, 2022-23: 3.3%). MoJ staff turnover was 7.9% (2023-24: 12.8%, 2022-23: 8.8%). Transfers within the civil service are not included in CICA turnover but are included within department turnover figures. The department continues to monitor turnover rates and support initiatives to secure maintenance at a healthy level. The annual Civil Service People Survey, coupled with other feedback, helps us to understand and improve our people's experience of working in CICA.

# Parliamentary accountability and audit report

## Audit

The Comptroller and Auditor General is the external auditor of CICA and is appointed under statute, reporting to both the UK Parliament and the Scottish Parliament.

The notional fee for the statutory audit in 2024-25 is £130,000 (2023-24, £124,000).

No additional audit fees or remuneration for non-audit work were recognised in 2024-25, as was also the case in 2023-24.

## Regularity of expenditure

### Losses and special payments (subject to audit)

The total value of losses incurred in the year and in the previous year was less than £300,000.

### Remote contingent liabilities (audited)

On occasion, compensation cases at appeal stage and under the jurisdiction of the First-tier Tribunal – Criminal Injuries Compensation, may proceed to judicial review. These could have an impact on CICA's future liabilities. These cases are not included within the provision due to the fact that a possible obligation exists which will only be confirmed by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of CICA.

**Lynne Henderson**
Deputy Chief Executive and Accounting Officer
Criminal Injuries Compensation Authority
10 July 2025

# The Certificate and Report of the Comptroller and Auditor General to The House Of Commons

## Opinion on financial statements

I certify that I have audited the financial statements of the Criminal Injuries Compensation Authority for the year ended 31 March 2025 under the Criminal Injuries Compensation Act 1995 and the Government Resources and Accounts Act 2000.

The financial statements comprise the Criminal Injuries Compensation Authority's:

- Statement of Financial Position as at 31 March 2025;
- Statement of Comprehensive Net Expenditure, Statement of Cash Flows and Statement of Changes in Taxpayers' Equity for the year then ended; and
- the related notes including the significant accounting policies.

The financial reporting framework that has been applied in the preparation of the financial statements is applicable law and UK adopted international accounting standards.

In my opinion, the financial statements:

- give a true and fair view of the state of the Criminal Injuries Compensation Authority's affairs as at 31 March 2025 and its net expenditure for the year then ended; and

- have been properly prepared in accordance with the Government Resources and Accounts Act 2000 and HM Treasury directions issued thereunder.

## Emphasis of Matter

I draw attention to the disclosures made in notes 1.1b and 14 to the financial statements concerning the tariff provision. As set out in these notes, there is significant uncertainty related to the valuation of the tariff provision where historical information is used to estimate the valuation of live cases. Outturn on cases not yet settled could differ significantly from an estimate based on average settlement profiles on previous cases. My opinion is not modified in respect of this matter.

## Opinion on regularity

In my opinion, in all material respects, the income and expenditure recorded in the financial statements have been applied to the purposes intended by Parliament and the financial transactions recorded in the financial statements conform to the authorities which govern them.

## Basis for opinions

I conducted my audit in accordance with International Standards on Auditing (UK) (ISAs UK), applicable law and Practice Note 10 Audit of Financial Statements and Regularity of Public Sector Bodies in the United Kingdom (2024). My responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of my certificate.

Those standards require me and my staff to comply with the Financial Reporting Council's Revised Ethical Standard 2024. I am independent of the Criminal Injuries Compensation Authority in accordance with the ethical requirements that are relevant to my audit of the financial statements in the UK. My staff and I have fulfilled our other ethical responsibilities in accordance with these requirements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

## Conclusions relating to going concern

In auditing the financial statements, I have concluded that the Criminal Injuries Compensation Authority's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work I have performed, I have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Criminal Injuries Compensation Authority's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

My responsibilities and the responsibilities of the Accounting Officer with respect to going concern are described in the relevant sections of this certificate.

The going concern basis of accounting for the Criminal Injuries Compensation Authority is adopted in consideration of the requirements set out in HM Treasury's Government Financial Reporting Manual, which requires entities to adopt the going concern basis of accounting in the preparation of the financial statements where it is anticipated that the services which they provide will continue into the future.

## Other information

The other information comprises information included in the Annual Report, but does not include the financial statements and my auditor's certificate and report thereon. The Accounting Officer is responsible for the other information.

My opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in my certificate, I do not express any form of assurance conclusion thereon.

My responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or my knowledge obtained in the audit, or otherwise appears to be materially misstated.

If I identify such material inconsistencies or apparent material misstatements, I am required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work

I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact.

I have nothing to report in this regard.

## Opinion on other matters

In my opinion the part of the Remuneration and Staff Report to be audited has been properly prepared in accordance with HM Treasury directions issued under the Government Resources and Accounts Act 2000.

In my opinion, based on the work undertaken in the course of the audit:

- the parts of the Accountability Report subject to audit have been properly prepared in accordance with HM Treasury directions issued under the Government Resources and Accounts Act 2000;
- the information given in the Performance and Accountability Reports for the financial year for which the financial statements are prepared is consistent with the financial statements and is in accordance with the applicable legal requirements.

## Matters on which I report by exception

In the light of the knowledge and understanding of the Criminal Injuries Compensation Authority and its environment obtained in the course of the audit, I have not identified material misstatements in the Performance and Accountability Reports.

I have nothing to report in respect of the following matters which I report to you if, in my opinion:

- adequate accounting records have not been kept by the Criminal Injuries Compensation Authority or returns adequate for my audit have not been received from branches not visited by my staff; or

- I have not received all of the information and explanations I require for my audit; or
- the financial statements and the parts of the Accountability Report subject to audit are not in agreement with the accounting records and returns; or
- certain disclosures of remuneration specified by HM Treasury's Government Financial Reporting Manual have not been made or parts of the Remuneration and Staff Report to be audited is not in agreement with the accounting records and returns; or
- the Governance Statement does not reflect compliance with HM Treasury's guidance.

## Responsibilities of the Accounting Officer for the financial statements

As explained more fully in the Statement of Accounting Officer's Responsibilities, the Deputy Chief Executive as Accounting Officer is responsible for:

- maintaining proper accounting records;
- providing the C&AG with access to all information of which management is aware that is relevant to the preparation of the financial statements such as records, documentation and other matters;
- providing the C&AG with additional information and explanations needed for his audit;

- providing the C&AG with unrestricted access to persons within the Criminal Injuries Compensation Authority from whom the auditor determines it necessary to obtain audit evidence;
- ensuring such internal controls are in place as deemed necessary to enable the preparation of financial statements to be free from material misstatement, whether due to fraud or error;
- preparing financial statements which give a true and fair view and are in accordance with HM Treasury directions issued under the Government Resources and Accounts Act 2000;
- preparing the annual report, which includes the Remuneration and Staff Report, in accordance with HM Treasury directions issued under the Government Resources and Accounts Act 2000; and
- assessing the Criminal Injuries Compensation Authority's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Accounting Officer anticipates that the services provided by the Criminal Injuries Compensation Authority will not continue to be provided in the future.

## Auditor's responsibilities for the audit of the financial statements

My responsibility is to audit, certify and report on the financial statements in accordance with the Government Resources and Accounts Act 2000.

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a certificate that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Extent to which the audit was considered capable of detecting non-compliance with laws and regulations, including fraud

I design procedures in line with my responsibilities, outlined above, to detect material misstatements in respect of non-compliance with laws and regulations, including fraud. The extent to which my procedures are capable of detecting non-compliance with laws and regulations, including fraud is detailed below.

## Identifying and assessing potential risks related to non-compliance with laws and regulations, including fraud

In identifying and assessing risks of material misstatement in respect of non-compliance with laws and regulations, including fraud, I:

- considered the nature of the sector, control environment and operational performance including the design of the Criminal Injuries Compensation Authority's accounting policies.
- inquired of management, the Criminal Injuries Compensation Authority's head of internal audit and those charged with governance, including obtaining and reviewing supporting documentation relating to the Criminal Injuries Compensation Authority's policies and procedures on:
  - identifying, evaluating and complying with laws and regulations;
  - detecting and responding to the risks of fraud; and
  - the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations including the Criminal Injuries Compensation Authority's controls relating to the Criminal Injuries Compensation Authority's compliance with the Government Resources and

Accounts Act 2000, Managing Public Money, and the Criminal Injures Compensation Act 1995;

- inquired of management, the Criminal Injuries Compensation Authority's head of internal audit and those charged with governance whether:
  - they were aware of any instances of non-compliance with laws and regulations;
  - they had knowledge of any actual, suspected, or alleged fraud,
- discussed with the engagement team, and relevant internal specialists including modelling specialists, regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, I considered the opportunities and incentives that may exist within the Criminal Injuries Compensation Authority for fraud and identified the greatest potential for fraud in the following areas: revenue recognition, posting of unusual journals, complex transactions, and bias in management estimates. In common with all audits under ISAs (UK), I am required to perform specific procedures to respond to the risk of management override.

I obtained an understanding of the Criminal Injuries Compensation Authority's framework of authority and other legal and regulatory frameworks in which the

Criminal Injuries Compensation Authority operates. I focused on those laws and regulations that had a direct effect on material amounts and disclosures in the financial statements or that had a fundamental effect on the operations of the Criminal Injuries Compensation Authority. The key laws and regulations I considered in this context included Government Resources and Accounts Act 2000, Managing Public Money, employment law, tax legislation and the Criminal Injuries Compensation Act 1995.

## Audit response to identified risk

To respond to the identified risks resulting from the above procedures:

- I reviewed the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described above as having direct effect on the financial statements;
- I enquired of management, the Audit and Risk Committee and in-house legal counsel concerning actual and potential litigation and claims;
- I reviewed minutes of meetings of those charged with governance and the Board; and internal audit reports; and
- I addressed the risk of fraud through management override of controls by testing the appropriateness of journal entries and other adjustments; assessing whether the judgements on estimates are indicative of a potential bias; and evaluating the business rationale of

any significant transactions that are unusual or outside the normal course of business.

I communicated relevant identified laws and regulations and potential risks of fraud to all engagement team members including internal specialists and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

A further description of my responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of my certificate.

## Other auditor's responsibilities

I am required to obtain sufficient appropriate audit evidence to give reasonable assurance that the expenditure and income recorded in the financial statements have been applied to the purposes intended by Parliament and the financial transactions recorded in the financial statements conform to the authorities which govern them.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control I identify during my audit.

## Report

I have no observations to make on these financial statements.

Gareth Davies
Comptroller and Auditor General
11 July 2025

National Audit Office
157-197 Buckingham Palace Road
Victoria
London
SW1W 9SP

# Financial statements

# Statement of comprehensive net expenditure for the year ended 31 March 2025

| | | 2024-25 | 2023-24 |
|---|---|---|---|
| | Note | £000 | £000 |
| Income from the Scottish Government | 2 | (18,644) | (19,321) |
| Other income | 2 | (240) | (1,389) |
| **Total operating income** | | **(18,884)** | **(20,710)** |
| Staff costs | 3 | 12,996 | 12,527 |
| Other expenditure | 3 | 7,913 | 9,040 |
| Depreciation and impairment charges | 3 | 1,777 | 1,638 |
| Compensation spend | 4 | 271,663 | 240,065 |
| **Total operating expenditure** | | **294,349** | **263,270** |
| **Net operating expenditure** | | **275,465** | **242,560** |
| Finance expense (unwinding of discount) | 14 | 6,817 | 5,804 |
| **Net expenditure** | | **282,282** | **248,364** |
| **Other comprehensive expenditure** | | | |
| Net gain on revaluation of intangibles | 5 | – | (6) |
| Net gain on revaluation of property, plant and equipment | 6 | (36) | (14) |
| **Total comprehensive net expenditure** | | **282,246** | **248,344** |

There was no other comprehensive expenditure incurred during the year. All income and expenditure are derived from continuing operations.

The notes on pages 150 to 207 form part of these financial statements.

## Statement of financial position at 31 March 2025

| | | 31 March 2025 | 31 March 2024 |
|---|---|---|---|
| | Note | £000 | £000 |
| **Non-current assets** | | | |
| Intangible assets | 5 | 4,108 | 4,864 |
| Property, plant and equipment | 6 | 2,083 | 2,349 |
| Right-of-use assets | 7 | 3,507 | 4,112 |
| **Total non-current assets** | | **9,698** | **11,325** |
| **Current assets** | | | |
| Trade and other receivables | 9 | 1,284 | 723 |
| Cash and cash equivalents | 10 | 36,108 | 31,775 |
| **Total current assets** | | **37,392** | **32,498** |
| **Total assets** | | **47,090** | **43,823** |
| **Current liabilities** | | | |
| Trade and other payables | 11 | (57,334) | (59,213) |
| Other financial liabilities | 12 | (221) | (399) |
| Provisions | 14 | (222,023) | (162,470) |
| **Total current liabilities** | | **(279,578)** | **(222,082)** |
| **Total assets less current liabilities** | | **(232,488)** | **(178,259)** |

| | Note | 31 March 2025 £000 | 31 March 2024 £000 |
|---|---|---|---|
| **Non-current liabilities** | | | |
| Holding accounts payables | 13 | (13,648) | (12,070) |
| Other financial liabilities | 12 | (2,837) | (2,752) |
| Provisions | 14 | (145,678) | (91,190) |
| **Total non-current liabilities** | | **(162,163)** | **(106,012)** |
| **Total assets less liabilities** | | **(394,651)** | **(284,271)** |
| **Taxpayers' equity** | | | |
| General fund | | (394,700) | (284,291) |
| Revaluation reserve | | 49 | 20 |
| **Total taxpayers' equity** | | **(394,651)** | **(284,271)** |

The notes on pages 150 to 207 form part of these financial statements.

**Lynne Henderson**
Deputy Chief Executive and Accounting Officer,
Criminal Injuries Compensation Authority
10 July 2025

## Statement of cash flows for the year ended 31 March 2025

| | | 2024-25 | 2023-24 |
|---|---|---|---|
| | Note | £000 | £000 |
| **Cash flows from operating activities** | | | |
| Net operating cost | | (282,282) | (248,364) |
| Adjustments for notional and non-cash transactions | 3 | 6,601 | 7,868 |
| Intra-departmental balances settled via reserves | | 1,259 | 11,209 |
| (Increase)/decrease in trade and other receivables | 9 | (561) | (248) |
| Less receivables not passing through the operating cost statement | | 18 | (18) |
| Increase/(decrease) in trade and other payables | 11 | (1,879) | 10,338 |
| Increase/(decrease) in other financial liabilities | 12 | (93) | 2,560 |
| Less repayments of principal on leases | 7 | 189 | 646 |
| Less IFRS 16 recognition of lease creditor and remeasurement | 7 | (96) | (3,206) |
| Increase/(decrease) in holding account payables | 13 | 1,578 | (5,490) |
| Utilisation of non-compensation provisions | 14 | (34) | (32) |

| | | 2024-25 | 2023-24 |
|---|---|---|---|
| | Note | £000 | £000 |
| Movement in compensation provisions | 14 | (114,288) | 81,164 |
| **Net cash outflow from operating activities** | | **(161,012)** | **(143,573)** |
| **Cash flows from investing activities** | | | |
| Purchase of property, plant and equipment | 6 | 34 | (2,084) |
| **Net cash outflow from investing activities** | | **34** | **(2,084)** |
| **Cash flows from financing activities** | | | |
| Supply funding from the Ministry of Justice: revenue | 18 | 165,426 | 141,900 |
| Supply funding from the Ministry of Justice: capital | 18 | 74 | 6,600 |
| Repayments of principal on leases | 7 | (189) | (646) |
| **Net cash inflow from financing activities** | | **165,311** | **147,854** |
| **Net increase in cash and cash equivalents in year** | 10 | **4,333** | **2,197** |
| Cash and cash equivalents at the beginning of the year | 10 | 31,775 | 29,578 |
| **Cash and cash equivalents at the end of the year** | 10 | **36,108** | **31,775** |

The notes on pages 150 to 207 form part of these financial statements.

## Statement of changes in taxpayers' equity for the year ended 31 March 2025

| | | General fund | Revaluation reserve | Total |
|---|---|---|---|---|
| | Note | £000 | £000 | £000 |
| **Balance at 1 April 2024** | | **(284,291)** | **20** | **(284,271)** |
| **Net expenditure for the year** | | **(282,282)** | **–** | **(282,282)** |
| Supply funding from the Ministry of Justice: revenue | 18 | 165,426 | – | 165,426 |
| Supply funding from the Ministry of Justice: capital | 18 | 74 | – | 74 |
| **Non-cash adjustments** | | | | |
| Intra-departmental adjustment | 9,11 | 1,259 | – | 1,259 |
| Asset transfer from the Ministry of Justice | 5,6 | 39 | – | 39 |
| Notional recharge from the Ministry of Justice | 3 | 4,938 | – | 4,938 |
| Notional external audit fee | 3 | 130 | – | 130 |

| | | General fund | Revaluation reserve | Total |
|---|---|---|---|---|
| | Note | £000 | £000 | £000 |
| **Revaluation adjustments** | | | | |
| Gain on revaluation of assets | | – | 36 | 36 |
| Revaluation transfer | | 7 | (7) | – |
| **Balance at 31 March 2025** | | **(394,700)** | **49** | **(394,651)** |

| | | General fund | Revaluation reserve | Total Reserves |
|---|---|---|---|---|
| | Note | | £000 | £000 |
| **Balance at 1 April 2023** | | **(206,254)** | **–** | **(206,254)** |
| **Net expenditure for the year** | | **(248,364)** | **–** | **(248,364)** |
| Supply funding from the Ministry of Justice: revenue | 18 | 141,900 | – | 141,900 |
| Supply funding from the Ministry of Justice: capital | 18 | 6,600 | – | 6,600 |
| **Non-cash adjustments** | | | | |
| Intra-departmental adjustment | 9,11 | 11,209 | – | 11,209 |
| Asset transfer from the Ministry of Justice | 5,6 | 4,406 | – | 4,406 |
| Notional recharge from the Ministry of Justice | 3 | 6,088 | – | 6,088 |
| Notional external audit fee | 3 | 124 | – | 124 |

| | | General fund | Revaluation reserve | Total Reserves |
|---|---|---|---|---|
| | Note | | £000 | £000 |
| **Revaluation adjustments** | | | | |
| Gain on revaluation of assets | | – | 20 | 20 |
| **Balance at 31 March 2024** | | **(284,291)** | **20** | **(284,271)** |

The notes on pages 150 to 207 form part of these financial statements.

# Notes to the financial statements for the year ended 31 March 2025

## Note 1 Statement of accounting policies

These financial statements have been prepared in accordance with the 2024-25 Government Financial Reporting Manual (FReM) issued by HM Treasury. The accounting policies contained in the FReM apply International Financial Reporting Standards (IFRS) as adapted or interpreted for the public sector context.

Where a choice of accounting policy is permitted by the FReM, CICA selects the policy which best presents a true and fair view. CICA's accounting policies have been applied consistently in dealing with items considered material in relation to the accounts.

### 1.1a Basis of preparation

The financial statements are presented in Pounds Sterling rounded to the nearest thousand (£000) unless otherwise stated. These accounts have been prepared under the historical cost convention.

The financial statements, together with the notes on pages 150 to 207, have been prepared on an accruals basis in accordance with the Accounts Direction given by the Secretary of State for Justice, with approval of HM Treasury, in accordance with the Criminal Injuries Compensation Schemes 1990, 1996, 2001, 2008 and 2012.

At 31 March 2025, CICA's Statement of financial position records net liabilities of £395 million (31 March 2024, £284 million). This reflects the inclusion of liabilities falling due in future years which may only be met by future funding from both Ministry of Justice (MoJ) and the Scottish Government. This follows the normal conventions applying to parliamentary control over income and expenditure in that funding is not provided in advance of need.

In common with other public bodies, CICA's liabilities are expected to be met by future funding from MoJ, out of supply and income approved annually by Parliament, and from the Scottish Government. There is no indication that future sponsorship by MoJ and the Scottish Government will not be forthcoming, and as a result it is deemed appropriate to adopt the going concern basis for the preparation of these financial statements.

### 1.1b Significant judgements and sources of estimation used in the production of the financial statements

As at 31 March 2025, CICA has used historical information in the production of the provision for live cases. This means that there is an implicit assumption that past patterns of activity are a reasonable indicator of future patterns of activity.

The use of historical information gives rise to significant uncertainty in the estimate of the provision, as outturn on cases not yet settled could differ significantly from an estimate based on average settlement profiles on previous cases. The sensitivity analysis at Note 14 illustrates that the cost of settling the provision could vary materially from our current estimate.

### Senior decision maker (SDM) caseload

Senior decision makers focus on the more complex cases in the caseload and are typically of higher value. In 2024-25, an operational team was established to focus on these cases and as a result, a dataset of all SDM cases has been created and incorporated into the provision model. The information in this dataset is used to obtain a better understanding of the most expensive cases in the caseload and therefore, assign a more accurate value to these types of cases.

### Tariff distribution profiles, including nil-assessed cases

For undecided cases, that is cases that have not had a monetary award decision assigned to them, an estimate is required of what decisions will be taken against them. A distribution profile of decisions is created based upon past patterns of activity, including past movements of cases across tariff bands, including a proportion, at tariff band level, of cases predicted to resolve at nil value. The profile is determined based on a data series of 'snapshots' of the live caseload population going back to 31 March 2020. Separate profiles are created for cases aged 0-12 months and those aged 12 months or more, as there is an increased likelihood of a case decided within 12 months being nil assessed. In 2024-25, the banding profiles have been refined to take into account the current tariff band of a case in the mapping of its expected resolved value. Findings have shown that most of the tariff movement occurs within the first 12 months and that a case can have multiple tariff bands in its lifetime, therefore the mapping has been expanded to reflect this.

### Average claim award value

**At 31 March 2025:** The calculation of claim values has been updated to include only resolved provision cases in the price profiles. The average claim award value is now calculated by mapping the provision cases data from 31 March 2020 to resolved data, rather than weighing all resolved data to be more representative of a provision caseload.

**At 31 March 2024:** It was assumed that the average claim value awarded within each tariff band would be consistent with the historical average within that tariff band across the life of the scheme, excluding claims received and resolved within a financial year. Claim values were calculated and applied separately for cases resolved within 12 months and those resolved in 12 months or more.

## 1.1c Changes in accounting policies and disclosures

### New and amended standards adopted

The 2025-26 FreM withdraws the option to remeasure intangible assets using the revaluation model from 1st April 2025. With permission from HM Treasury, all MoJ entities are adopting this adaptation of IAS 38 early. This change is applied prospectively with carrying values at the transition date of 1st April 2024 now considered historical cost. Intangible assets have not been revalued in the 2024-25 year.

New standards, amendments and interpretations issued but not effective for the financial year beginning 1 April 2024 and not early adopted

IFRS 17 Insurance Contracts is being applied in the FReM from 1 April 2025, with a transition date of 1 April 2024.

CICA has assessed the estimated impact of IFRS 17 on its financial statements through a review of contracts, provisions, contingent assets and liabilities, and has concluded that implementation of IFRS 17 will not have a material impact on its financial statements for 2025-26.

## Amendment due to non-publication of ONS Producer Price Indices

In March 2025, the ONS announced a pause in publication of the Producer Price Index (PPI) data used to revalue non-land and building assets following identification of historical errors. No PPI data is available for 2025 and in light of the uncertainty regarding historical indices no indexation has been applied to any non-land and building assets in 2024-2025. It is possible that the historical errors in the ONS data could translate into errors in the carrying values of the assets brought forward at 1st April 2024; however, a sensitivity analysis has been conducted to demonstrate that it is very unlikely that these could have resulted in a material error. We have maintained all 2023-24 figures as published as we do not have details of the level of error involved and are therefore unable to calculate a restated figure.

## 1.2 Funding

England and Wales expenditure is met from funds advanced by MoJ. Funds received for operating activities and capital expenditure are credited to the general fund.

## 1.3 Segmental reporting

CICA has one reportable operating segment under IFRS 8. It therefore does not prepare a detailed segmental analysis.

## 1.4 Income

The Scottish Government's contribution towards compensation expenditure is based on the actual amount (including an adjustment for year-end accruals) required to settle tariff-based Scheme claims where the injury was sustained in Scotland. This is classified as income and is accounted for in accordance with the 5-step model set out in IFRS 15 Revenue from Contracts with Customers, and HM Treasury's Financial Reporting Manual. The Memorandum of Understanding between CICA and the Scottish Government sets out the arrangements for paying the Scottish contribution towards the cost of the Criminal Injuries Compensation Schemes.

Other sources of income include compensation which is repaid by applicants in circumstances provided for in the Scheme(s). These repayments are treated as income and recycled into compensation spending. In accordance with IFRS 9 Financial Instruments, CICA writes-down any future income by the rate of collection to reflect future uncertainty in this income being received.

## 1.5 Compensation spend

CICA recognises compensation spend at the point an application for compensation is received, through the calculation of a provision. The increase in the provision in year reflects the estimated value of new cases received and not yet processed through to award.

Where an application is received and paid within the same financial year, or received and a formal offer of compensation is made, CICA recognises the spend as 'claims not provided for'.

Where a claim was received in a prior financial year, and a formal offer has been made but not yet accepted, the related liability moves from provision to accrual, through utilisation of the provision. An adjustment to reflect remaining uncertainty on these cases, where an applicant may request review of or appeal the decision, reverts a percentage of the offer value to the provision. Neither the transfer to accrual nor the adjustment back to the provision impacts on compensation spend as recorded in the Statement of comprehensive net expenditure.

Note 4 to these financial statements sets out the compensation spend that is recognised in the Statement of comprehensive income each year: the increase in provision, plus the claims not provided for at the end of the previous financial year.

Compensation spend recognised in the Statement of comprehensive income does not reflect the value of compensation actually delivered or formally offered to applicants each year, as the spend is driven by the existence of a liability, rather than the discharge of the obligation. Note 4 also therefore sets out the compensation that has been received by or offered to claimants in year: the utilisation of the opening provision, plus the claims not previously provided for but paid out or offered during the course of the year.

## 1.6 Employee benefits

CICA accrues for the expected cost of the annual leave entitlement of its employees in accordance with IAS 19 Employee Benefits.

## 1.7 Pensions

The Principal Civil Service Pension Scheme (PCSPS) is an unfunded defined benefit scheme of which CICA is unable to recognise its share of underlying assets and liabilities. In accordance with the FReM, CICA accounts for this as a defined contribution scheme. CICA recognises contributions payable to defined contribution schemes as an expense in the year in which it is incurred, and the legal or constructive obligation is limited to the amount that it agrees to contribute to the fund.

## 1.8 Notional recharges

The notional recharge from the MoJ represents CICA's usage of corporate services.

The notional audit fee represents the cost of the annual external audit performed by the National Audit Office on behalf of the Comptroller and Auditor General.

## 1.9 Accounting for Value Added Tax

Irrecoverable Value Added Tax (VAT) is charged to the relevant expenditure category or, if appropriate, capitalised with additions to non-current assets. Income and expenditure are otherwise shown net of VAT.

## 1.10 Assets under construction

Assets under construction are valued at historical cost within property, plant and equipment and intangible assets as appropriate, and are not depreciated or amortised. An asset ceases to be classified as an asset under construction when it is ready for use. Its carrying value is then removed from assets under construction and transferred to the respective asset category. Depreciation or amortisation is then charged on the asset in accordance with the stated accounting policy.

Expenditure is capitalised where it is directly attributable to bringing an asset into working condition, such as external contractor costs and relevant employee costs.

## 1.11 Intangible assets

Intangible assets comprise internally developed computer software (including assets under construction) and purchased software licences.

Development costs that are directly attributable to the design and testing of identifiable and unique software products, such as external contractor costs and relevant employee costs, are recognised as intangible assets in accordance with IAS 38 'Intangible Assets' as adapted by the FReM. Early adoption of the FReM 2025-2026 IAS 38 adaption has been incorporated, removing the revaluation model with effect from 1st April 2024. Other expenditure that does not meet this criteria is recognised as an expense as incurred.

The useful lives of internally developed software range from one to five years. In accordance with IAS 38 Intangible Assets, CICA reviews the economic useful lives of its intangible assets each financial year.

CICA applies a capitalisation threshold for intangible assets of £10,000. Intangible assets are disclosed at depreciated historic cost, which approximates to fair value.

## 1.12 Property, plant and equipment

Property, plant and equipment assets costing more than the capitalisation threshold of £10,000 are treated as capital assets. Where an item costs less than the capitalisation threshold but forms part of an asset or grouped asset, whose total value is greater than the capitalisation level, the item is treated as a capital asset.

The residual value of all assets and the depreciation method applied to them is reviewed at the end of each financial year.

## 1.13 Leases

### Scope and exclusions – CICA as lessee

In accordance with IFRS 16 Leases, contracts, or parts of contracts, that convey the right to control the use of an asset for a period of time are accounted for as leases.

Contracts for services are evaluated to determine whether they convey the right to control the use of an identified asset, incorporating both the right to obtain substantially all the economic benefits from the asset and to direct its use. If so, the relevant part of the contract is treated as a lease.

As adapted by the FReM, IFRS 16 has been applied to leases with nil or nominal (that is, significantly below market value) consideration and arrangements for accommodation between government departments.

When making the above assessments, CICA excludes two types of leases. Firstly, those relating to low value items, which it considers as those where the underlying asset would have a cost of less than £10,000 when new, provided those items are not highly dependent on or integrated with other items. Secondly, contracts whose term (comprising the non-cancellable period together with any extension options CICA is reasonably certain to exercise and any termination options CICA is reasonably certain not to exercise) is less than twelve months.

### Initial recognition – CICA as lessee

At the commencement of a lease CICA recognises a right-of-use asset and a lease liability.

The lease liability is measured at the value of the remaining lease payments, discounted either by the interest rate implicit in the lease, or where this is not readily determinable, CICA's incremental rate of borrowing. This rate is advised annually by HM Treasury, and is applied to leases that commence or are remeasured in that year.

Where the lease includes extension or termination options, the lease payments will be for the non-cancellable period together with any extension or termination options CICA is reasonably certain to exercise/not exercise.

The measurement of lease payments excludes any VAT payable, and irrecoverable VAT is expensed at the point it falls due in line with International Financial Reporting Interpretations Committee (IFRIC) 21 Levies.

The right-of-use asset is measured at the value of the lease liability, adjusted for: any lease payments made before the commencement date; any lease incentives received; any incremental costs of obtaining the lease; and any costs of removing the asset and restoring the site at the end of the lease.

## Subsequent measurement – CICA as lessee

After initial recognition, the right-of-use asset will be measured using the fair value model. CICA considers that the cost model (measurement by reference to the lease liability) is a reasonable proxy for fair value, in the case of non-property leases, and for property leases of less than five years or with regular rent reviews. For other leases, the asset will be carried at a revalued amount.

The lease liability will be adjusted for the accrual of interest, repayments, reassessments and modifications. Reassessments are reappraisals of the probability of the options given by the existing lease contract, for example where we no longer expect to exercise an extension option; modifications are changes to the lease contract.

The value of the asset will be adjusted for subsequent amortisation and impairment, and for reassessments and modifications of the lease liability as described above. Where the amount of a reduction to the asset exceeds the carrying value of the asset, the excess amount is recognised in expenditure.

Expenditure for each financial year includes interest on the lease liability and a straight-line amortisation charge on the right-of-use asset over the life of the lease, together with any impairment of the right-of-use asset and any change in variable lease payments, that was not included in the measurement of the lease payments during the period in which the triggering event occurred. Rental payments in respect of leases of low value items, or with a term under twelve months, are also expensed.

## Estimates and judgements

CICA has determined the lease term by assessing the level of certainty as to whether termination or extension options will be exercised.

CICA has determined that the cost model is a reasonable proxy for fair value, because the rents payable are aligned to open market rates.

## 1.14 Depreciation and amortisation

Except for assets under construction, depreciation or amortisation is provided on all non-current assets on a straight-line basis to write off the cost of assets over their estimated useful lives as follows:

- Fixtures and fittings and office equipment – five years
- Leasehold improvements – the life of the lease
- Computer equipment – three to five years
- Software – three to five years
- Software licences – the life of the licence
- Right-of-use assets – the life of the lease.

## 1.15 Impairment of non-current assets

At each reporting date, CICA reviews the carrying amounts of its property, plant and equipment and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss.

Impairments that reflect a permanent diminution in the value of an asset, as a result of a clear consumption or diminution of economic benefit or service potential, are charged directly to the statement of comprehensive net expenditure.

## 1.16 Financial instruments

IFRS 7 'Financial Instruments: Disclosures', requires disclosure of the role that financial instruments have had during the year in creating or changing risk an entity faces in carrying out its business. This is set out in Note 8 of these financial statements.

### 1.17 Cash and cash equivalents

Cash and cash equivalents comprise bank balances held with commercial banks including those administered through the Government Banking Service.

### 1.18 Recognition point for compensation accruals

CICA recognises an accrual when an offer of compensation is made to an applicant. The value of liability takes account of the prevailing review and appeal request rate for the tariff Scheme. For pre-tariff cases, the value on-offer is recognised at full liability as the offer made to an applicant is binding.

Non-accrued compensation spend is recognised as set out in Note 14, Provisions.

### 1.19 Provisions

Provisions represent liabilities of uncertain timing or amount. Provisions are recognised when the CICA has a present legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will be required to settle the obligation, and for which a reliable estimate can be made for the amount of the obligation. Provisions reflect the best estimate of the expenditure required to settle the obligation. Where the effect is material, the estimated cashflows are discounted. The effect of discounting is charged directly to the statement of comprehensive net expenditure.

The provisions involve significant estimations and uncertainties (see Note 14).

## 1.20 Third-party assets

The Scheme provides for compensation awards made to minors to be retained by CICA, in order to ensure the victim will be the sole beneficiary of the award (including accrued interest) when they reach their majority (18 years of age). Where appropriate, interim payments may be made: requests for these are assessed on a case by case basis.

Awards retained by CICA are not CICA's assets, and are therefore excluded from the statement of financial position and disclosed as third-party assets (see Note 19).

## Note 2 Income

| | 2024-25 | 2023-24 |
|---|---|---|
| | £000 | £000 |
| Income from the Scottish Government | 18,644 | 19,321 |
| Compensation repaid | 222 | 1,365 |
| Other administrative income | 18 | 24 |
| **Total** | **18,884** | **20,710** |

## Note 3 Staff and other costs

| | 2024-25 | 2023-24 |
|---|---|---|
| | £000 | £000 |
| **Staff costs** | | |
| Wages and salaries | 9,498 | 9,266 |
| Social security costs | 866 | 876 |
| Other pension costs | 2,632 | 2,385 |
| | **12,996** | **12,527** |
| **Other operating expenditure** | | |
| Case handling costs | 1,883 | 1,374 |
| Postage | 188 | 192 |
| Accommodation costs | 544 | 803 |
| Office, IT and service running costs | 121 | 72 |
| Staff-related costs | 49 | 98 |
| Lease interest | 107 | 56 |
| Other administration costs | 197 | 215 |
| Non-cash costs | | |
| Notional recharge from the MoJ | 4,938 | 6,088 |
| Notional external audit fee | 130 | 124 |
| Increase/(decrease) in bad debt provision | (18) | 18 |
| Movement in provision for dilapidations | (226) | – |
| | **7,913** | **9,040** |

| | 2024-25 | 2023-24 |
|---|---|---|
| | £000 | £000 |
| **Depreciation, amortisation and impairment charges** | | |
| Amortisation of intangibles | 756 | 104 |
| Depreciation of property, plant and equipment | 307 | 247 |
| Depreciation of right-of-use assets | 714 | 1,288 |
| Revaluation losses | – | (1) |
| | **1,777** | **1,638** |
| **Total** | **22,686** | **23,205** |

## Note 4 Compensation spend

Compensation spend, as recognised in the statement of comprehensive net expenditure, was as follows:

| | Pre-tariff | Tariff | VOTCS | Total |
|---|---|---|---|---|
| | £000 | £000 | £000 | £000 |
| Provided in year | 963 | 249,992 | 79 | 251,034 |
| Change in discount rate and reversal unused | – | 895 | (299) | 596 |
| Claims not provided for | 42 | 19,682 | 309 | 20,033 |
| **Total 2024-25** | **1,005** | **270,569** | **89** | **271,663** |
| Provided in year | 448 | 214,225 | 75 | 214,748 |
| Change in discount rate and reversal unused | (15) | (4,165) | (117) | (4,297) |
| Claims not provided for | – | 29,558 | 56 | 29,614 |
| **Total 2023-24** | **433** | **239,618** | **14** | **240,065** |

Compensation paid or committed through formal offer during the period was as follows:

| | Pre-tariff | Tariff | VOTCS | Total |
|---|---|---|---|---|
| | £000 | £000 | £000 | £000 |
| Provision utilised | 561 | 143,563 | 35 | 144,159 |
| Claims not provided for | 42 | 19,682 | 309 | 20,033 |
| **Total 2024-25** | **603** | **163,245** | **344** | **164,192** |
| Provision utilised | 385 | 134,677 | 29 | 135,091 |
| Claims not provided for | – | 29,558 | 56 | 29,614 |
| **Total 2023-24** | **385** | **164,235** | **85** | **164,705** |

Compensation paid or committed by region was as follows:

| | 2024-25 | 2023-24 |
|---|---|---|
| | £000 | £000 |
| England and Wales | 147,092 | 147,097 |
| Scotland | 16,756 | 17,523 |
| Victims of overseas terrorism | 344 | 85 |
| **Total** | **164,192** | **164,705** |

## Note 5 Intangible assets

| | Software | Software licences | Assets under construction | Total |
|---|---|---|---|---|
| | £000 | £000 | £000 | £000 |
| **Cost or valuation** | | | | |
| At 1 April 2024 | 6,182 | 128 | 367 | 6,677 |
| Transfer from MoJ | – | – | – | – |
| Reclassifications | 367 | – | (367) | – |
| Revaluation | – | – | – | – |
| Disposals | – | (128) | – | (128) |
| **At 31 March 2025** | **6,549** | **–** | **–** | **6,549** |

| | Software | Software licences | Assets under construction | Total |
|---|---|---|---|---|
| | £000 | £000 | £000 | £000 |
| **Amortisation** | | | | |
| At 1 April 2024 | 1,685 | 128 | – | 1,813 |
| Charged in year | 756 | – | – | 756 |
| Revaluation | – | – | – | – |
| Disposals | – | (128) | – | (128) |
| **At 31 March 2025** | **2,441** | **–** | **–** | **2,441** |
| **Net book value at 31 March 2025** | **4,108** | **–** | **–** | **4,108** |

All intangible assets are owned by CICA.

## Note 5 Intangible assets (continued)

| | Software | Software licences | Assets under construction | Total |
|---|---|---|---|---|
| | £000 | £000 | £000 | £000 |
| **Cost or valuation** | | | | |
| At 1 April 2023 | 2,285 | 128 | 367 | 2,780 |
| Transfer from MoJ | – | – | 4,285 | 4,285 |
| Reclassifications | 4,285 | – | (4,285) | – |
| Revaluation | 11 | – | – | 11 |
| Disposals | (399) | – | – | (399) |
| **At 31 March 2024** | **6,182** | **128** | **367** | **6,677** |

| | Software | Software licences | Assets under construction | Total |
|---|---|---|---|---|
| | £000 | £000 | £000 | £000 |
| **Amortisation** | | | | |
| At 1 April 2023 | 1,976 | 128 | – | 2,104 |
| Charged in year | 104 | – | – | 104 |
| Revaluation | 4 | – | – | 4 |
| Disposals | (399) | – | – | (399) |
| **At 31 March 2024** | **1,685** | **128** | **–** | **1,813** |
| **Net book value at 31 March 2024** | **4,497** | **–** | **367** | **4,864** |

## Note 6 Property, plant and equipment

| | Leasehold improvements | IT equipment | Furniture, fittings and equipment | Assets under construction | Total |
|---|---|---|---|---|---|
| | £000 | £000 | £000 | £000 | £000 |
| **Cost or valuation** | | | | | |
| At 1 April 2024 | 883 | 1,744 | 837 | 1,743 | 5,207 |
| Additions | – | – | 7 | (41) | (34) |
| Transfer from MoJ | – | 39 | – | – | 39 |
| Reclassifications | 1,683 | – | – | (1,683) | – |
| Revaluation | (70) | – | – | – | (70) |
| Disposals | (23) | – | – | – | (23) |
| **At 31 March 2025** | **2,473** | **1,783** | **844** | **19** | **5,119** |

| | Leasehold improvements | IT equipment | Furniture, fittings and equipment | Assets under construction | Total |
|---|---|---|---|---|---|
| | £000 | £000 | £000 | £000 | £000 |
| **Depreciation** | | | | | |
| At 1 April 2024 | 858 | 1,595 | 405 | – | 2,858 |
| Charged in year | 130 | 96 | 81 | – | 307 |
| Revaluation | (106) | – | – | – | (106) |
| Disposals | (23) | – | – | – | (23) |
| **At 31 March 2025** | **859** | **1,691** | **486** | **–** | **3,036** |
| **Net book value at 31 March 2025** | **1,614** | **92** | **358** | **19** | **2,083** |

All property, plant and equipment are owned by CICA rather than being leased.

## Note 6 Property, plant and equipment (continued)

| | Leasehold improvements | IT equipment | Furniture, fittings and equipment | Assets under construction | Total |
|---|---|---|---|---|---|
| | £000 | £000 | £000 | £000 | £000 |
| **Cost or valuation** | | | | | |
| At 1 April 2023 | 973 | 1,615 | 483 | – | 3,071 |
| Additions | – | – | 341 | 1,743 | 2,084 |
| Transfer from MoJ | – | 121 | – | – | 121 |
| Revaluation | (90) | 8 | 13 | – | (69) |
| **At 31 March 2024** | **883** | **1,744** | **837** | **1,743** | **5,207** |

| | Leasehold improvements | IT equipment | Furniture, fittings and equipment | Assets under construction | Total |
|---|---|---|---|---|---|
| | £000 | £000 | £000 | £000 | £000 |
| **Depreciation** | | | | | |
| At 1 April 2023 | 858 | 1,443 | 393 | – | 2,694 |
| Charged in year | 91 | 146 | 10 | – | 247 |
| Revaluation | (91) | 6 | 2 | – | (83) |
| Disposals | – | – | – | – | – |
| **At 31 March 2024** | **858** | **1,595** | **405** | **–** | **2,858** |
| **Net book value at 31 March 2024** | **25** | **149** | **432** | **1,743** | **2,349** |

## Note 7 Leases

### Right-of-use assets

| | 2024-25 | 2023-24 |
|---|---|---|
| | £000 | £000 |
| **Cost or valuation** | | |
| At 1 April | 6,185 | 1,669 |
| Additions/remeasurements | 109 | 4,516 |
| Disposals | (2,436) | – |
| **At 31 March** | **3,858** | **6,185** |
| **Amortisation** | | |
| At 1 April | 2,073 | 785 |
| Charged in year | 714 | 1,288 |
| Disposals | (2,436) | – |
| **At 31 March** | **351** | **2,073** |
| **Net book value at 31 March** | **3,507** | **4,112** |

CICA moved to a new office from 2024-25. Right-of-use assets included above are the lease on the recently vacated office, which ended in July 2024, and the lease for the new accommodation, which ends in October 2038.

## Lease liabilities

| | 31 March 2025 | 31 March 2024 |
|---|---|---|
| | £000 | £000 |
| Not later than one year | 322 | 504 |
| Later than one year and not later than five years | 1,124 | 1,116 |
| Later than five years | 2,368 | 2,369 |
| **Gross cash flows** | **3,814** | **3,989** |
| Less interest element | (756) | (838) |
| **Present value of obligations** | **3,058** | **3,151** |

An analysis of discounted cashflows relating to lease liabilities, between current and non-current, is presented in Note 12.

## Amounts recognised in the Statement of comprehensive net expenditure

| | 2024-25 | 2023-24 |
|---|---|---|
| | £000 | £000 |
| Amortisation | 714 | 1,288 |
| Interest expense | 107 | 56 |
| **Total** | **821** | **1,344** |

## Amounts recognised in the Statement of cash flows

| | 2024-25 | 2023-24 |
|---|---|---|
| | £000 | £000 |
| Repayment of principal on leases | 189 | 646 |
| Interest expense (included in net operating cost) | 107 | 56 |
| **Total** | **296** | **702** |

## Note 8 Financial instruments

IFRS 7 'Financial Instruments: Disclosures', requires disclosure of the role that financial instruments have had during the year in creating or changing risk an entity faces in carrying out its business.

As the cash requirements of CICA are met through the Estimate process, financial instruments play a more limited role in creating and managing risk than would apply to a non-public sector body.

CICA holds material cash balances on deposit. Allocated holding accounts (Notes 10 and 13) are included in CICA's cash balance, while funds retained in the applicant's name are excluded (Note 19). The objective of opening individual deposit accounts for held awards and retained awards is to accrue cumulative interest on these awards, which is disbursed to applicants when the award is paid out, except for when the individual declines payment of interest. The average rate of interest applied to the investments during 2024-25 was 2.68% (2023-24: 2.23%). No administration fee is charged to the applicant.

Receivables are valued under the expected credit loss model set out in IFRS 9. Receivables are recognised at lifetime loss and impairment (stage 3 under IFRS 9).

Included within trade and other payables are £37,994k (31 March 2024: £35,358k) of accruals in relation to compensation where a formal offer letter has been issued to the applicant, but where final settlement has not yet taken place. These are initially measured at fair value, which is their transaction price. They are subsequently valued at amortised cost, but this has nil impact due to their short maturities. CICA is not empowered to borrow money.

The carrying value of financial assets and liabilities, excluding receivables and payables with the MoJ, is as follows:

| | 31 March 2025 | 31 March 2024 |
|---|---|---|
| | £000 | £000 |
| Cash and cash equivalents – Government Banking Service | 22,460 | 19,705 |
| Cash and cash equivalents – holding accounts | 13,648 | 12,070 |
| Trade and other receivables | 830 | 321 |
| Trade and other payables | (38,954) | (37,066) |
| Other financial liabilities | (3,058) | (3,151) |
| Holding account payables | (13,648) | (12,070) |
| **Total** | **(18,722)** | **(20,191)** |

## Note 9 Trade and other receivables

| | 31 March 2025 | 31 March 2024 |
|---|---|---|
| | £000 | £000 |
| Compensation receivables | 675 | 117 |
| VAT receivable | 155 | 146 |
| Receivable from MoJ | 454 | 402 |
| Other receivables | 13 | 57 |
| Accrued income | 21 | 21 |
| Prepayments | 5 | 37 |
| **Sub-total** | **1,323** | **780** |
| Provision for bad and doubtful debts | (39) | (57) |
| **Total** | **1,284** | **723** |

All CICA's receivables are collectable within one year.

## Note 10 Cash and cash equivalents

| | 2024-25 | 2023-24 |
|---|---|---|
| | £000 | £000 |
| Balance at 1 April | 31,775 | 29,578 |
| Net change in balances | 4,333 | 2,197 |
| **At 31 March** | **36,108** | **31,775** |

The balances were held at:

| | 31 March 2025 | 31 March 2024 |
|---|---|---|
| | £000 | £000 |
| Government Banking Service | 22,460 | 19,705 |
| Awards held on deposit in holding accounts | 13,648 | 12,070 |
| **Total** | **36,108** | **31,775** |

## Note 11 Trade and other payables

| | 31 March 2025 | 31 March 2024 |
|---|---|---|
| | £000 | £000 |
| Payable to MoJ | 18,380 | 22,147 |
| Other payables | 93 | 93 |
| Accruals – pre-tariff and VOTCS | 18 | – |
| Accruals – tariff scheme | 37,994 | 35,358 |
| Other accruals | 779 | 1,547 |
| Deferred income | 70 | 68 |
| **Total** | **57,334** | **59,213** |

All CICA's payables fall due within one year.

## Note 12 Other financial liabilities

| | 31 March 2025 | 31 March 2024 |
|---|---|---|
| | £000 | £000 |
| Lease liabilities – current | 221 | 399 |
| Lease liabilities – non-current | 2,837 | 2,752 |
| **Total** | **3,058** | **3,151** |

Further information on lease liabilities and right-of-use assets is provided in Note 7.

## Note 13 Holding account payables

| | 2024-25 | | 2023-24 | |
|---|---|---|---|---|
| | Number | £000 | Number | £000 |
| At 1 April | 48 | 12,070 | 52 | 17,560 |
| Deposits | 19 | 14,700 | 27 | 7,795 |
| Interest received | – | 646 | – | 594 |
| Closures | (25) | (13,768) | (31) | (13,879) |
| **At 31 March** | **42** | **13,648** | **48** | **12,070** |

Awards are held in holding accounts in the name of the applicant prior to appropriate guardianship being determined, and are classified as non-current.

## Note 14 Provisions

| | Compensation | Dilapidations | Staff departures | Total |
|---|---|---|---|---|
| | £000 | £000 | £000 | £000 |
| At 1 April 2024 | 251,468 | 1,867 | 325 | 253,660 |
| Provided in year | 251,034 | 13 | – | 251,047 |
| Change in discount rate | 1,285 | – | – | 1,285 |
| Unwinding | 6,817 | – | – | 6,817 |
| Reversed unused | (689) | (226) | – | (915) |
| Utilised in year | (144,159) | – | (34) | (144,193) |
| **At 31 March 2025** | **365,756** | **1,654** | **291** | **367,701** |

| | Compensation | Dilapidations | Staff departures | Total |
|---|---|---|---|---|
| | £000 | £000 | £000 | £000 |
| At 1 April 2023 | 170,304 | 557 | 357 | 171,218 |
| Provided in year | 214,748 | 1,310 | – | 216,058 |
| Change in discount rate | (3,706) | – | – | (3,706) |
| Unwinding | 5,804 | – | – | 5,804 |
| Reversed unused | (591) | – | – | (591) |
| Utilised in year | (135,091) | – | (32) | (135,123) |
| **At 31 March 2024** | **251,468** | **1,867** | **325** | **253,660** |

The expected timings of discounted cash flows are as follows:

| | Compensation | Dilapidations | Staff departures | Total |
|---|---|---|---|---|
| | £000 | £000 | £000 | £000 |
| Not later than one year | 220,891 | 1,097 | 35 | 222,023 |
| Between one and five years | 137,012 | – | 133 | 137,145 |
| Later than five years | 7,853 | 557 | 123 | 8,533 |
| **At 31 March 2025** | **365,756** | **1,654** | **291** | **367,701** |
| Not later than one year | 161,105 | 1,323 | 42 | 162,470 |
| Between one and five years | 90,363 | – | 164 | 90,527 |
| Later than five years | – | 544 | 119 | 663 |
| **At 31 March 2024** | **251,468** | **1,867** | **325** | **253,660** |

Provisions for compensation, by scheme category, are as follows:

| | Pre-tariff | Tariff | VOTCS | Total |
|---|---|---|---|---|
| | £000 | £000 | £000 | £000 |
| At 1 April 2024 | 736 | 250,397 | 335 | 251,468 |
| Provided in year | 963 | 249,992 | 79 | 251,034 |
| Change in discount rate | – | 1,285 | – | 1,285 |
| Unwinding | – | 6,817 | – | 6,817 |
| Reversed unused | – | (390) | (299) | (689) |
| Utilised in year | (561) | (143,563) | (35) | (144,159) |
| **At 31 March 2025** | **1,138** | **364,538** | **80** | **365,756** |
| At 1 April 2023 | 688 | 169,210 | 406 | 170,304 |
| Provided in year | 448 | 214,225 | 75 | 214,748 |
| Change in discount rate | – | (3,706) | – | (3,706) |
| Unwinding | – | 5,804 | – | 5,804 |
| Reversed unused | (15) | (459) | (117) | (591) |
| Utilised in year | (385) | (134,677) | (29) | (135,091) |
| **At 31 March 2024** | **736** | **250,397** | **335** | **251,468** |

## Pre-tariff schemes

The provision for pre-tariff schemes reflects CICA's liabilities in respect of all outstanding cases incurred prior to 1996 which remain to be settled in future years. The provision is reviewed annually and reflects the likely settlement values at the year-end based on the circumstances of each application at that time. CICA's estimate of the likely settlement requires judgement and the final payment may differ from this estimate.

Pre-tariff scheme award values are assessed by the FTT. This assessment includes the application of a discount rate (the Lord Chancellor's discount rate, which is currently 0.5%). The award values assessed by the FTT are not then further discounted by CICA, due to uncertainties surrounding both the final liability and the settlement date. Additionally, due to these uncertainties, all pre-tariff liabilities are classed as falling due within one year, and have not been discounted by HM Treasury's discount rate.

CICA does not hold any assets in respect of these liabilities; compensation will be paid from parliamentary funding in the year of settlement.

## Tariff schemes

The provision for tariff schemes is reflective of CICA's liabilities under the 1996, 2001, 2008 and 2012 Schemes. CICA recognises liabilities that are based upon an evaluation of total applications that are currently known and received by CICA but have not yet been processed through to award; these are referred to as claims reported but not completed (CRBNC). The overall liability for the tariff scheme is £402.5m with £364.5m disclosed in this provisions note and £38.0m disclosed as a tariff scheme accrual in Note 11 (31 March 2024: £250.4m and £35.4m). Where an event has occurred on or before the reporting date, but an application has not yet been made, CICA recognises this as an unquantifiable contingent liability. This is because no legal obligation as a result of a past event exists. It is only where an application for compensation has been received that an obligation is recognised in relation to the Scheme.

The provision model for tariff schemes estimates a provision for three different categories of case:

1. **Not Decided:** These are cases which are still under assessment by CICA and therefore a potential monetary value has not yet been determined. In order to estimate a provision for these cases, the model builds historical profiles of average award values, aggregated by tariff band and case age, which are then applied to the population of outstanding cases. A further adjustment is made to account for the fact that a subset of the live case population will be 'nil-assessed' i.e. will not attract a monetary award. The proportion of such cases is determined based upon an assessment of the historical proportion of nil-assessed cases within each tariff band.
2. **Decided:** These are live cases that have been sufficiently assessed to determine their potential monetary value, but where a decision letter has not been issued to the applicant. Until a decision letter is issued, the monetary value may be subject to revision arising from changes in the circumstances of the applicant, checks by CICA resulting in the identification of error or a change in value determined by the timing at which an offer is made to the applicant. Additionally, until the decision letter is issued there is uncertainty over the timing of discharge of the liability.

Where a decision letter has been sent to the applicant, the award is classified as ‘on offer’ and accrued for, rather than included in the tariff provision.

3. **On Offer Not Accrued:** As outlined above, once an offer is made, the award value is accrued and therefore no provision is required. However, in a small proportion of such cases the applicant does not accept the compensation offered and an adjustment is made to account for this. The proportion (%) is removed from the total ‘on offer’ accrual and added back into the value of the provision. The percentage is determined based upon an assessment of the historical level of the proportion of cases where this occurs.

   Since applications are determined under the scheme in force at the date of application, the tariff provision model calculates the provision for pre-2012 schemes (1996, 2001 and 2008) and the current 2012 scheme separately.

The following assumptions are new or amended at 31 March 2025 as a result of revisions to the provision model:

1. **Tariff price profiling:** in 2023-24, two price profiles (0-12 months and 12+ months) were applied to cases based on historic resolved data for cases which resolved within those timescales, but weighted to predict a trend towards later resolution. As the historic provision cases dataset has grown in 2024-25, it has been possible to identify and isolate provision cases within the resolved data, using only those cases for price profiling.
2. **Banding:** resolved bandings are predicted based on historic data showing how cases move across different bands over time, including how unbanded cases eventually resolve. Banding analysis continued during 2024-25 and was expanded to include every position of a case during its lifetime enabling more detailed insight into tariff migration over time.
3. **Senior Decision Maker (SDM) Caseload:** SDM cases are the more complex cases in the caseload and, therefore, typically of higher value. A dataset of SDM cases has been created during 2024-25 and has been incorporated into the provision model in order to assign a more accurate value to these types of cases. Where there is sufficient information available on an SDM case, this information will be used to estimate a case value instead of modelling it the same way as a general provision case.

The following key assumptions are unchanged since 31 March 2024:

4. **Average value:** average value profiles for both tariff bands and case age are derived from historical case data.
5. **% nil value:** the proportion of cases which will be assessed at nil value is derived from historical case data.
6. **Decided to offer:** the calculation assumes that decided cases will be paid out at 100% of their decided value.
7. **Timing:** the expected timing in which the liability is discharged is calculated on the basis of operational capacity.
8. **Discounting:** the liabilities are discounted, based on the expected timing of discharge, at HM Treasury's nominal discount rate. The real rate is not used, as tariff schemes compensation payments are not subject to inflationary pressures. The discount is unwound over the life of the provision, with the unwinding disclosed as a finance charge in the Statement of comprehensive net expenditure.
9. **Tariff age profiling:** profiles for cases under 12 months old are created using an overall average of the last four provisions (i.e. live case) population profiles.

HM Treasury discount rates used are as follows:

| | 31 March 2025 | 31 March 2024 |
|---|---|---|
| Years | % | % |
| One to five | 4.03 | 4.26 |
| Six to ten | 4.07 | 4.03 |
| Eleven+ | 4.81 | 4.72 |

CICA does not hold any assets in respect of tariff schemes liabilities; compensation will be paid from parliamentary funding in the year of settlement.

## Impact of changes to the tariff provision model at 31 March 2025

The changes in the provision model have resulted in an increase of £63.2m in the tariff provision.

As noted in IAS 37, Provisions, contingent liabilities and contingent assets, the use of estimates is an essential part of the preparation of financial statements and does not undermine their reliability. This is especially true in the case of provisions, which by nature are more uncertain than most other items in the statement of financial position.

The changes to the assumptions and estimation techniques employed in the provisions model have caused a significant increase in the provision at 31 March 2025, with a commensurate significant increase in the charge to the Statement of comprehensive net expenditure for the year. This change is being treated as a prospective change under IAS 8, Accounting policies, changes in accounting estimates and errors: prior year provisions values have not been restated.

## Future development of the tariff provision model

The provision model is reviewed quarterly, with the outputs considered by management in the context of other available data, including analyses of spend against prior year provisions. The datasets used within the model begin at different points in time in the life of the Scheme, but all are growing in maturity and will provide richer information to underpin the provision in future. Where a richer dataset provides further information on trends, the model methodology may be amended to reflect that information. Additionally, management will continue to review the provision considering current and future operational practice, which may result in the addition of newly created datasets, or use of existing datasets where they are judged to have become appropriate to incorporate into the model. Future changes to model methodology, reflecting the growing maturity of the underlying datasets, and/or additions of further datasets to the model may result in significant changes in the provision value. The impact of applying those future changes at the current balance sheet date may not be fully captured by the sensitivities disclosed below.

## Tariff schemes sensitivity analysis

A sensitivity analysis for the tariff provision has been undertaken to identify the impact of any changes to key assumptions. The analysis demonstrates that there is significant uncertainty in the valuation of the provision. Each assumption within the provision model has been identified, a reasonable change identified and the impact on the overall financial liability calculated. These changes include flexing historical data trends to show the potential impact on the provision. For each assumption which is being analysed for sensitivity, only that assumption is changed. If two or more assumptions are changed at one time, the actual sensitivity of a change in assumption may be obscured because of the potential interrelation of the assumptions.

The following tables show the impact of adjusting the key assumptions. The ranges of the sensitivity tests shown are based on the variability of past data. They do not represent the maxima or minima of past observed values nor the full range of possible outcomes, but they do capture future values that could plausibly occur. The 'low profile' sensitivity assumes a weighting in the case mix towards younger, less complex cases, while the 'high profile' sensitivity assumes a weighting towards older, more complex cases. Each change is shown separately but in practice combinations are possible as different assumptions can be correlated.

| | | Pre-2012 Change | 2012 Change | Total Change |
|---|---|---|---|---|
| | Assumption | £000 | £000 | £000 |
| Age parameter | | – | 1,393 | 1,393 |
| Average value | Low profile | – | (5,998) | (5,998) |
| Average value | High profile | – | 6,533 | 6,533 |
| % nil value | +5% | – | (33,910) | (33,910) |
| % nil value | –5% | – | 33,910 | 33,910 |
| Decided to offer | –5% | – | (132) | (132) |
| Decided to offer | +5% | – | 132 | 132 |
| Tariff profiles | Low profile | – | (45,154) | (45,154) |
| Tariff profiles | High profile | – | 38,951 | 38,951 |
| SDM | No SDM | – | (27,049) | (27,049) |
| SDM | Low profile | – | (18,747) | (18,747) |
| SDM | High profile | – | 18,747 | 18,747 |
| Legacy | Average decided | (21) | – | (21) |

| | | Pre-2012 Change | 2012 Change | Total Change |
|---|---|---|---|---|
| | Assumption | £000 | £000 | £000 |
| Legacy | Legacy alternate | (975) | – | (975) |
| Timing | Low – 25% realised in first three years | (119) | (10,373) | (10,492) |
| Timing | High – 100% realised in first three years | 57 | 4,997 | 5,054 |
| Timing | Even over five years | (185) | (16,152) | (16,337) |

## Victims of Overseas Terrorism Compensation Scheme (VOTCS)

Events designated as Acts of Terrorism by the Foreign Secretary are provided for, using the same principles that underpin the 2012 scheme, on the basis of applications that are currently known to CICA.

## Dilapidations

This liability represents an estimate of the cost to CICA on termination of our office leases. CICA has moved into new accommodation in Glasgow: the dilapidations provision for CICA's previous accommodation is expected to crystallise in 2025-26.

### Staff departures

This liability represents a requirement to pay an annual allowance under the Civil Service Injury Benefit Scheme for an individual who left CICA some years ago.

## Note 15 Commitments

At 31 March 2025, CICA had no material capital commitments, nor material commitments under other non-cancellable contracts (31 March 2024: nil).

## Note 16 Contingent assets and liabilities

At 31 March 2025, CICA had no contingent assets (31 March 2024: nil).

### Incidents incurred but not yet received (IBNYR)

Incidents incurred but not yet received (IBNYR) is an unquantifiable contingent liability in respect of a possible future obligation to individuals who have been victims of violent crime as at the end of the reporting period. This liability depends upon uncertain future events occurring and an application being submitted which meets the criteria set out in the relevant scheme. Although CICA recognises that this contingent liability exists in respect of IBNYR, the amount of the obligation cannot be measured with sufficient reliability. This is because it is not possible to establish with any reliable certainty the total number of eligible victims who sustained eligible criminal injuries, the likelihood of an application being made and then qualifying for compensation according to the multiple criteria contained in the Scheme, and thereafter predicting with any reasonable certainty the potential value of any award which may be made, and the timescale in which this may occur.

## Offers not accepted within time limits

Under the Criminal Injuries Compensation Scheme 2012, a claimant's legal entitlement to an award crystallises on the date on which CICA receives written notice from the claimant or representatives of acceptance of a determination made by a claims officer. The Scheme provides that the acceptance of the award must (normally) be sent within 56 days, but other provisions of the Scheme mean that CICA is not legally empowered to withdraw a First Decision or Appeal offer until 2 years and 56 days have passed or to withdraw a Review Decision offer until 2 years and 90 days have passed. Once this deadline has passed CICA is able to send out withdrawal letters.

There are cases where the deadline for acceptance has passed but CICA has not yet withdrawn the offer. Such offers require a formal decision to be made withdrawing the offer and for the applicant to be given the opportunity to exercise rights of review and appeal against that decision. In some of those cases, information may be received which may lead CICA to exercise its discretion under the Scheme in favour of the claimant, and not withdraw the offer even though the deadline has passed. It is not possible to quantify the value of cases where

CICA would so exercise discretion. However, the total value of cases 'on-offer' and past the deadline is £1.0m: any liability would therefore be below that value.

## Note 17 Related party transactions

CICA is an executive agency of the MoJ, which is regarded as a related party. During the year CICA had various material transactions with the MoJ.

CICA receives income from the Scottish Government in respect of Scottish compensation cases: other than this income received, no material transactions took place between CICA and the Scottish Government.

In addition, CICA has had a number of transactions with other government departments and central government bodies. The most significant of these transactions have been with HM Revenue and Customs, PCSPS and the Student Loans Company (SLC). CICA have entered into a lease with SLC for the office premises.

During 2024-25, no board members or other related parties have undertaken any transactions with the CICA (2023-24 no transactions). Compensation paid to management, including taxable benefits, is disclosed in the Remuneration and staff report.

## Note 18 Funding

Funding from the MoJ was applied as follows:

| | 2024-25 | 2023-24 |
|---|---|---|
| | £000 | £000 |
| Compensation payments | 151,230 | 128,420 |
| Operating costs and case handling costs | 14,196 | 13,480 |
| Capital expenditure | 74 | 6,600 |
| **Total** | **165,500** | **148,500** |

## Note 19 Third-party assets

Third-party assets are compensation awarded to minors but retained by CICA until the minors attain their majority (18 years of age). Further information is provided at Note 1.19.

| | 2024-25 | | 2023-24 | |
|---|---|---|---|---|
| | Number | £000 | Number | £000 |
| At 1 April | 7,100 | 83,589 | 7,038 | 81,673 |
| Open accounts | 1,657 | – | 1,399 | – |
| Deposits | – | 14,861 | – | 16,815 |
| Interest received | – | 2,322 | – | 1,766 |
| Withdrawals | – | (2,226) | – | (2,355) |
| Closures | (1,721) | (13,161) | (1,337) | (14,310) |
| **At 31 March** | **7,036** | **85,385** | **7,100** | **83,589** |

## Note 20 Events after the reporting period

In accordance with the requirements of IAS 10 'Events after the Reporting Period', events are considered up to the date on which the financial statements are authorised for issue, which is interpreted as the date of the Certificate and Report of the Comptroller and Auditor General.

There are no subsequent events to report.

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