



Date: 21/03/2025
Our ref: 01/FOI/25/014281/L

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/014281/L

I write in connection with your request for information dated 24/02/2025, received by Greater Manchester Police (GMP) for the following information:

I am submitting this request under the Freedom of Information Act 2000. Please provide the following information:

For the past five years: (2020-2025)

1. *The number of police officers who have started the Ill Health Retirement (IHR) process (i.e., those referred to Occupational Health for IHR consideration).*
2. *The number of officers who have retired on ill-health grounds as a result of the IHR process.*
3. *The number of officers who have submitted Injury on Duty (IOD) claims under the Police (Injury Benefit) Regulations 2006.*
4. *The number of officers whose IOD claims were successful.*
5. *The number of officers whose IOD claims were unsuccessful.*
6. *A breakdown of the IOD banding decisions for successful claims, (bands 1-4 as defined by PIBR 2006)*
7. *A copy of the force's policy on the IOD process (not the IHR, sickness, Attendance Management or similar policy, but specifically how the force manages IOD claims after an officer has left).*
8. *The length of time taken to process each IOD claim.*

9. *Average time to process IOD claims.*
10. *The resources/personnel/team/department allocated to managing IOD claims (including the number of personnel assigned).*
11. *Whether the force conducts any follow-up or impact assessments to understand the long-term effects of the process on officers who have retired due to IOD.*

Please breakdown of the data by borough, district, or department.

Please provide this information in an electronic format. If some data is unavailable, please indicate which parts of the request cannot be fulfilled and provide any partial data where possible.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate information relevant to your request. I can confirm that some of the information you have requested is held by GMP.

CAVEATS

Due to low numbers being returned for some branches and districts, we have been unable to provide the information broken down in the format you requested, as by providing exact figures as you have requested would significantly increase the likelihood of identifying the individuals concerned, and as such the exemption under S40(2) – Personal Information, would be engaged and result in information being refused. By providing the data in as forcewide totals, it can be provided in its entirety.

1. 39 officers in addition to those detailed in the answer to Q2.
2. 97
3. 84
4. 55
5. 8
6. Band 1 – 1
Band 2 – 11
Band 3 – 16
Band 4 – 27
7. We do not have a policy – we have a HR toolkit for processing applications to comply with the (Injury Benefit) Regulations 2006. Please find this attached.

8.

Time taken (Months)	Number of Cases
2	2
3	3
4	8
5	7
6	4
7	8
8	3
9	2
10	6
11	5
12	5
13	1
14	3
15	1
17	2
18	1
19	1
26	1

9. This information is not held by GMP.

10. We have 10.5 HR Caseworkers in the HR Casework Team who process IOD applications.

11. The Force do not currently conduct follow-up or impact assessments.



GREATER MANCHESTER

POLICE

Police Officer Injury Award

HR Toolkit

Version 10

10 July 2024

DATE THIS VERSION OF THE POLICY & PROCEDURE IMPLEMENTED: 10 July 2024

DATE NEXT REVIEW IS DUE: July 2026

POLICY & PROCEDURE OWNER: Strategic Policy & People Relations Team

APPROVED BY: Chief Officers

GOVERNMENT SECURITY CLASSIFICATION: Official

IS THE POLICY & PROCEDURE NEW OR REVISED: Revised

VERSION NO	DATE	SUMMARY OF CHANGES	AUTHOR(S)
1	Apr 2018	New HR Toolkit to support the Injury on Duty Pension Award Process	Policy and People Relations Unit
2	April 2019	Amended to include Psychological Injury on Duty	Policy and People Relations Unit
3	June 2019	Amended to include request of reassessment process	Policy and People Relations Unit
4	June 2020	Amended to remove out of date screen shots from iTrent	Policy and People Relations Unit
5	24 Feb 2021	Amended due to HR Branch review	Strategic Policy & People Relations
6	March 2022	Amended process steps to clarify the remit of the review by Head of HR Operations. Toolkit name changed from 'Injury on Duty Pension Award' to 'Police Officer Injury Award'	Strategic Policy & People Relations
7	Sept 2022	Process Reviewed with HR Caseworker Manager with amendments incorporated in process and templates.	Strategic Policy & People Relations
8	Nov 2023	Updated to include guidance on completing the earnings assessment if the ex-officer is not fit for future work in any capacity.	Strategic Policy & People Relations
9	10 July 2024	Updated to reflect change to access sickness record	Strategic Policy & People Relations
10	17 July 2024	Updated with new cipher and rebranding of OH&WS (formerly OHWU)	Strategic Policy & People Relations

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1. HR Roles and Responsibilities

1.1 HR Caseworker

- Coordinate the application process from the Officer
- If there are no records of the incident, ensure that the application is assessed by the Head of HR Operations to understand if the Police Pension Authority (PPA) will consider the application. The Head of HR Operations acts with delegated authority as the PPA and will decide whether an injury on duty occurred or was likely to have occurred, or if the claim is potentially spurious or vexatious.
- Coordinate the process for applications that will be considered by the Selected Medical Practitioner (SMP)
- Applicants where permanency is also to be considered, ensure that these are processed through the Occupational Health and Wellbeing Service (OH&WS) for a medical referral.
- Create an earnings assessment for a potential award to be calculated.
- Notify the applicant of the outcome.
- If successful ensure GMSS are updated with the outcome and notify the pension provider of the decision to put the payment in place.
- For requests for reconsideration of a medical decision, coordinate the request from the claimant, previous decision and the external Selected Medical Practitioner.
- Compile information and provide written report for reconsideration by the Head of HR Operations and provide the outcome to the claimant.
- Coordinate requests for reassessment from the claimant, the Occupational Health and Welfare Unit (OH&WU) and the external Selected Medical Practitioner (SMP).
- If there is a change in the banding of the award, ensure that the claimant and Greater Manchester Shared Services (GMSS) are made aware.

1.2 Head of HR Operations

- Assess questions of fact, as to whether the injury claimed did or may have occurred or if the claim is potentially “spurious or vexatious.”
- Assess requests for reassessment under delegated authority.

1.3 Occupational Health and Wellbeing Service (OH&WS)

- In cases where an officer who left service other than an ill health retirement, coordinate the receipt and forward transition of information from the HR Caseworker and the ex-officer to the SMP via the FMA. Then forward transition of information from the SMP to HR Caseworker.
- Coordinate and forward transition of medical information for consideration, reconsideration or reassessment from the claimant to the SMP.
- For requests for reconsideration or reassessment, once the outcome is received ensure that the invoice for the cost of the reconsideration is paid.

1.4 Selected Medical Practitioner (SMP)

- The SMP should be a duly qualified medical practitioner selected by the Police Pension Authority.
- The Police Pension Authority can appoint a board of duly qualified practitioners to provide a decision on the case.
- Provide a decision on permanency in cases where applicants have left the force for reasons other than ill health retirement.
- Review the officer’s file and determine whether the medical condition deemed to be permanently disabling is as a direct result of an injury sustained in the execution of duty.

- If an injury award is deemed appropriate, consider whether roles identified on the Earnings Assessment are medically suitable and determine the level of the award.
- Review the medical file and medical information provided by the claimant, for requests for reassessment, and provide a decision.

2. Principles

2.1 Eligibility

This process only applies to decisions for a pension award for police officers in the process of leaving the force or for those who have already left. The process can run at the same time as the Police Officer ill health retirement process, or it follows on from the Police Officer ill health retirement, standard retirement or resignation process. The Police (Injury Benefit) Regulations 2006 set out the procedure and requirements to be met for an injury award to be granted.

Regulation 11 states: 11. — (1) This regulation applies to a person who ceases or has ceased to be a member of a police force and is permanently disabled as a result of an injury received without his own default in the execution of his duty (in Schedule 3 referred to as the "relevant injury").

These Regulations define disablement as inability, occasioned by infirmity of mind or body, to perform the ordinary duties of a member of the force except that, in relation to the child or to the widower or surviving civil partner of a woman member of a police force, it means inability, occasioned as aforesaid, to earn a living.

The Regulations also clarify that where it is necessary to determine the degree of a person's disablement it shall be determined by reference to the degree to which his earning capacity has been affected as a result of an injury received without his own default in the execution of his duty as a member of a police force.

This process does not apply for decisions on recording potential injuries on duty for serving officers who are not currently going through the Ill Health Retirement process. Having an injury on duty recorded during their service does not mean that an officer will automatically be entitled to an injury award when they retire. The criteria for a police officer injury award differ from those for the recording of an injury on duty during service.

3. Process

3.1 Application

A request may be received via GMSS or directly via email or letter to HR Operations. All requests should initially be forwarded to the HR Caseworker Manager. They will allocate the case to a Caseworker to process the application.

Write to the applicant to acknowledge receipt of the request ([IA-1](#)) and include the [injury on duty award application form](#) if one has not already been submitted.

Create a case file for the applicant and complete a Case Status Sheet [\(IA-2\)](#) to monitor the application. Save this in the applicant's case file. Log the details on the [3 - Database SMP and IRMP - ex-employees](#) spreadsheet and hyperlink to the case file.

3.2 Reviewing the Records

You will need to obtain the applicant's personal file. Most recent records will be stored on the Electronic Personal Records System, accessible through the systems portal.

Any records from before 2011 will either be held hard copy on a District/Branch or scanned in PDF format in SharePoint. The [Scanned Personal File Spreadsheet](#) can be easily searched and links to the documents held in SharePoint.

All hard copy personal files were "locked down" in their location as at 01.04.11, but some have now been transferred to deep store and are managed by the Information Management Branch. The [Personal File Location – GMP Divisional Nominal Roll from 01.04.11](#) shows where people were posted on that date. The [Personal File SPOCS](#) list provides information on which files should be scanned, those that are retained as hard copy and the location where they were held.

Previously, leavers' files were transferred to the care of the Information Management Branch. These are managed by the force archivist, who will be able to confirm if they hold the file and retrieve this for you.

You will need to go through the personal file to gather relevant information and assess whether there is clear evidence that an Injury on Duty occurred. Full details of what is required for a Selected Medical Practitioner's report are contained in section 3.5.

3.3 Review by Head of HR Operations

If there is clear evidence that an injury on duty occurred as claimed by the applicant, send [\(IA-6\)](#) to confirm that the application will be considered by the Police Pension Authority; include the medical consent form for completion [\(IA-7\)](#), if needed. If the officer is currently going through ill health retirement or have recently left the force through ill health retirement, then you do not need to include the medical consent form as records will have already been released and assessed for permanency of injury under this process.

If no clear evidence is found to confirm that a physical or psychological injury on duty took place, then this must be sent to the Head of HR Operations. The Head of HR Operations must make a decision on whether the force will accept that an injury on duty did or may have occurred. They have delegated authority for this from the Chief Constable who is the Police Pension Authority for GMP.

Collate the relevant information as detailed below; attach a checklist [\(IA-3\)](#), to be forwarded to the Head of HR Operations to make a decision on whether the force will accept that an injury on duty has occurred with [\(IA-4\)](#)

Relevant information required:

1. Review the personal file to confirm if there is any historical information that may help to support an I-O-D either physical or psychological.

2. If there is nothing on the personal file, seek a statement from the member giving brief details of the injury, including: date of the injury, location and details of their posting at the time of the injury, details of the injury (including psychological).
3. Include 700b (if available). If a 700b was not completed, please provide any explanation as to why.
4. Ask the members line manager for a view on the stated injury, ask them to confirm the statement provided by the member and seek any additional comments.
5. Seek comments from the member on the line managers' statement.
6. Seek a view and a recommendation from the members SLT.
7. Attach a full sickness record (from iTrent).
8. If the member has confirmed any 'Fairness at Work' details, please seek the member's consent to include any information they feel relevant to support their application.
9. Contact Professional Standards Branch to confirm if the member has been under investigation and if yes, confirm if the allegation was malicious or baseless and attach the confirmation to the report.
10. Submit a request to OHWS to provide a medical opinion to confirm the members request for a psychological injury on duty.

The Head of HR Operations has no power to assess medical questions, but should look at questions of fact, as to whether the injury claimed did occur.

If it is found that an injury did or may have occurred, then this must be referred to the SMP to consider. The SMP will decide if the injury sustained is directly attributable to the incident.

Where there is any doubt as to whether the injury occurred, this question should be resolved in the officer's favour and the matter referred. The Head of HR Operations will confirm that the application will be referred to the SMP.

If it is believed that the claim is "spurious or vexatious" because on a clear evidential basis, the injury did not occur as the officer claims, then this does not need to be referred to the SMP. The officer has a right of appeal to the Crown Court against a refusal to refer a case to the SMP.

Where a case is referred to the SMP, and a decision is made in the officer's favour, GMP cannot later decide that the injury did not occur in the execution of duty. Therefore, it is vital that any decision as to whether the injury occurred, and the claim being vexatious, is made before referral to the SMP.

If the decision from the Head of HR Operations is that the injury in the execution of duty did or may have occurred, then send [\(IA-6\)](#) to confirm that the application will be considered; include the medical consent form for completion [\(IA-7\)](#) and move to section 3.4. The decision of the Head of HR Operations should be added to the report for the SMP.

If the claim is considered to be potentially spurious or vexatious then the Head of HR Operations will write to the applicant to explain their grounds for rejecting their application.

3.4 Creating the Earnings Assessment

For all applications that will be submitted to the SMP, create an earnings assessment [\(IA-8\)](#)

The reason why an earnings assessment is being created is because the award, if deemed appropriate by the SMP, relates to the loss or potential loss of earnings which has resulted from the injury sustained whilst in the execution of duty as a police officer.

The regulations do not set out a specific procedure for assessing the degree of a person's disablement. The procedure that is followed is suggested by the Home Office and is the procedure that is followed by most forces.

Reference is made to the applicant's background, skills and qualifications what kind of employment he or she could undertake, allowing for the particular effects of the qualifying injury. Also, consideration is given as to whether the applicant could undertake full time work or part time (this is for the SMP to medically decide).

A direct comparison is then made between the applicant's earnings when employed as a police officer and the potential earnings in an outside job. If the applicant has already found another job at the time of the assessment, there is an expectation that the SMP would take this factor into account. It is not necessary for the person to have found a job for an assessment to be made, nor do earnings in a current job necessarily accurately reflect potential earnings, if the present job is not commensurate with the person's experience, skills, and educational qualifications. Although the relevant injury may prevent continuing to work as a police officer, where fitness standards are exceptionally high, the person may be fully capable of taking up other employment.

Regulation 7 (5) of the Police (injury benefit) Regulations 2006 provides that if the applicant is receiving hospital in-patient treatment, as a result of the relevant injury, then they should be deemed to be totally disabled (i.e., 100%) for that period.

Regulation 12 of the Police (injury benefit) Regulations 2006 states that if an officer received an injury without his own default in the execution of his duty and within 12 months of so receiving that injury, becomes or became totally and permanently disabled as a result of that injury, when they cease or ceased to be a member of a police force they are entitled to a disablement gratuity, This would be five times the annual value of his pensionable pay on his last day of service as a member of a police force; or the sum of four times his total remuneration during the 12 months ending with his last day of service as a member of a police force and the amount of his aggregate pension contributions in respect of the relevant period of service. Whichever is the lesser would be awarded.

The Earnings Assessment that has been created should include:

- the applicant's background – name, date of birth and length of service
- skills and qualifications – attach the job description of the last role undertaken. You can also obtain information from iTrent. By searching on their name/collar number you can click on their skills to see what courses and skills they have acquired whilst employed. The employee position history which will give an indication of the variety of roles and experience they have obtained whilst employed.

If the applicant does not have a record on iTrent you will need to make enquiries by contacting HR Systems to ask them to check the legacy HR system and provide a copy of any relevant details i.e. sickness record, posting history, training history and the disability SIT if possible.

- Possible career options – these career options should include relevant jobs that the applicant could potentially hold. These can be obtained from:

- Details of any GMP roles can be found in the Job Descriptions Library in SharePoint.

Do not look for jobs on here if the SMP has indicated that the applicant could not work in a police environment.

- Job opportunities outside of GMP. The following sites may contain roles that would be suited to ex police officers:

<https://www.redsnappergroup.co.uk/>

<https://www.bluelinejobs.co.uk/>

<https://www.policeoracle.com/>

<https://www.investigationjobs.co.uk/>

<https://www.intelligencejobs.co.uk/>

<https://www.fraudjobs.co.uk/roles>

Or if the above do not have anything you can try other recruitment websites, such as [Fish4Jobs](#), [Total Jobs](#) and [Indeed](#), and enter the details on to the Earnings Assessment.

In some rare cases, an officer may have left the force through ill health retirement and the ill health retirement report states that they will never work again in any capacity. In these circumstances, you should complete the earnings assessment as normal but state that there are no future career options rather than complete the jobs search. This is a rare situation though as many ex-officers will have future career options in some capacity after leaving the force.

The applicant should review the earnings assessment and provide feedback. Send the Earnings Assessment to the applicant using [\(IA-9\)](#). This assessment will be included with the SMP Report to consider the percentage of any award that may be deemed applicable.

The SMP will complete the certificate with their decision if they deem an injury award to be applicable in the officer's case.

3.5 Creating the Selected Medical Practitioner Report

Contact Civil Litigation using [\(IA-5\)](#) to see if the applicant has ever submitted a claim against the Force for the incident detailed in their application.

Once you have received the completed application form, consent form, personal file and outcome of enquiries with Civil Litigation, reviewed earnings assessment and decision from the Head of HR Operations (if applicable), you will need to create a report for the Selected Medical Practitioner to consider. The SMP will consider if an injury was sustained in the execution of duty. They will also consider the questions of permanency of a condition(s) where applicants have left the force for reasons other than ill health retirement, if this is attributable to the injury in the execution of duty that occurred, and the level of any award deemed applicable.

Applications from an ex officer who has been ill health retired for the condition(s) in the pension award application:

If the officer is leaving through or has left through IHR and the permanency has already been established for the condition(s) in the pension award application, then use [\(IA-10\)](#) to compile the SMP report to send to Optima Health with the below details. This is to ask the SMP to see if the condition is attributable to the IOD and, if so, do the degree to which their earnings capacity has been affected by the disablement.

(If the condition on the pension award application has been considered as not being permanent through the IHR process, then use [\(IA-14\)](#) to confirm this to the applicant).

The report will consist of:

- The application and supporting documentation.
- Sickness History you should be able to run this from iTrent. The HR Systems team should be contacted by e-mail to access the legacy HR system NSPIS HR, for officers not on iTrent, and will be able to provide in most cases, sickness record, posting history and the training history.
- Documents from the Personal File which could include application form to join the police, medical certificates, PDR/IAR records, commendations, OHU reports, letters of appreciation etc.
- Outcome of enquiries made with Civil Litigation to see if a claim has been brought against the Force with regards to the injury sustained. If it has, whether the injury was accepted or not.
- Any records that clearly indicate that an incident occurred where the officer received an injury on duty, or the decision and rationale from the Head of HR Operations to accept that an injury did or may have occurred.
- Completed Earnings Assessment and template SMP Certificate, to be considered and completed if an injury award is deemed applicable.

Once complete this report should be sent direct to the SMP at Optima Health via e-mail.

The SMP's decision is final. Once a case has been considered by a SMP, the force cannot change the decision at a later date and then decide that the incident did not occur in the execution of duty.

Application from officer who has resigned or left due to standard retirement, or left through IHR but the condition on the pension award application was not considered through this process.

If the applicant has resigned or left via a standard retirement, then the report and the application should initially be sent to OH&WU with a request to refer the case to the SMP to determine permanent disability (IA-11).

As above the report will consist of:

- The application and supporting documentation.
- Sickness History you should be able to run this from iTrent if not then a request will need to be submitted via GMSS.
- Documents from the Personal File which could include application form to join the police, medical certificates, PDR/IAR records, commendations, OHU reports, letters of appreciation etc.
- Outcome of enquiries made with Civil Litigation to see if a claim has been brought against the Force with regards to the injury sustained if it has whether the injury was accepted or not.
- Any records that clearly indicate that an incident occurred where the officer received an injury on duty, or the decision and rationale from the Head of HR Operations to accept that an injury did or may have occurred.
- Completed Earnings Assessment and SMP certificate, to be considered and completed if an injury award is deemed applicable.

Once the OH&WU are in receipt of the applicants GP and Medical reports the FMO will refer to an SMP.

4. Outcomes

The SMP will forward their decision via the Optima Health portal. The Caseworker should access the portal to obtain the outcome.

4.1 Injury award not applicable

If the decision of the SMP is that permanent disablement is not met, you write to the applicant ([IA-14](#)).

If it is the decision of the SMP that the officer's permanent disablement is not as a result on an injury sustained in the execution of duty, then you write to the applicant using ([IA-15](#)).

If they respond within 28 days and wish to appeal the decision of the SMP, refer to the processes in the [Request for Reconsideration](#) or the [Appeals](#) sections below.

4.2 Injury award applicable

It is the SMP who will decide whether a condition is deemed as permanently disabling, and if it is deemed to be as a direct result of an injury sustained in the execution of duty. The SMP will also determine the level of award to be paid. This will be communicated in a medical report with their reasoning behind the decision. The completed certificate should also be included, indicating the level of the award along with the completed Earnings Assessment.

The bandings for an award are:

<i>Degree of disablement</i>
Band 1 - 25% or less (slight disablement)

Band 2 - More than 25% but not more than 50% (minor disablement)
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Band 3 - More than 50% but not more than 75% (major disablement)
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Band 4 - More than 75% (very severe disablement)
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Send the certificate to the applicant [\(IA-16\)](#). Submit a ticket to GMSS [\(IA-17\)](#) requesting that the certificate be sent to the pension provider to put the payment of the award in place. Send email to OH&WU with SMP Certificate for filing [\(IA-18\)](#) and close the file.

If the officer wishes to appeal the percentage awarded, please refer to Section 5.

5. Request for Reconsideration

Request for reconsideration of a decision made with regards to an injury on duty award - Regulation 32 Police (Injury Benefit) Regulations 2006

The regulations state:

Further reference to medical authority

32.—(1) *A court hearing an appeal under regulation 34 or a tribunal hearing an appeal under regulation 35 may, if they consider that the evidence before the medical authority who has given the final decision was inaccurate or inadequate, refer the decision of that authority to him, or as the case may be it, for reconsideration in the light of such facts as the court or tribunal may direct, and the medical authority shall accordingly reconsider his, or as the case may be its, decision and, if necessary, issue a fresh report which, subject to any further reconsideration under this paragraph, shall be final.*

(2) The police authority and the claimant may, by agreement, refer any final decision of a medical authority who has given such a decision to him, or as the case may be it, for reconsideration, and he, or as the case may be it, shall accordingly reconsider his, or as the case may be its, decision and, if necessary, issue a fresh report, which, subject to any further reconsideration under this paragraph or paragraph (1) or an appeal, where the claimant requests that an appeal of which he has given notice (before referral of the decision under this paragraph) be notified to the Secretary of State, under regulation 31, shall be final.

(3) If a court or tribunal decide, or a claimant and the police authority agree, to refer a decision to the medical authority for reconsideration under this regulation and that medical authority is unable or unwilling to act, the decision may be referred to a duly qualified medical practitioner or board of medical practitioners selected by the court or tribunal or, as the case may be, agreed upon by the claimant and the police authority, and his, or as the case may be its, decision shall have effect as if it were that of the medical authority who gave the decision which is to be reconsidered.

(4) In this regulation a medical authority who has given a final decision means the selected medical practitioner, if the time for appeal from his decision has expired without an appeal to a board of medical referees being made, or if, following a notice of appeal to the police authority, the police authority have not yet notified the Secretary of State of the appeal, and the board of medical referees, if there has been such an appeal.

5.1 Overview

Under Regulation 32(2) a request can be made by a Claimant for a decision made by a Selected Medical Practitioner, with regards to the level of percentage or that an injury is applicable, to be reconsidered.

The request can be made; however, a reconsideration cannot be undertaken unless both the claimant and the police pensions authority (Chief Constable – or Head of HR Operations under delegated authority) are in agreement that it can take place.

Therefore, any request needs to be considered by the Head of HR Operations.

The Head of HR Operations will need to consider the claimants case that was considered by the SMP, the SMP's report with their decision and the claimants request with reasons why.

E-mail the request to the Head of HR Operations with the relevant documentation to consider the request.

5.2 Decision not to allow request

If the decision is not to allow the request it must be clearly documented why, and this must be relayed to the claimant. The claimant does have the right to submit a judicial review of the decision, and this is why the decision needs to be clearly documented. If the Judicial Review goes to court it will be the Head of HR Operations who will have to attend court to defend their decision.

If the decision is not to allow the request, the Head of HR Operations will inform the applicant of the reason for their decision.

5.3 Decision to allow request

If the decision is to allow the request, then, in agreement with the claimant, the original Selected Medical Practitioner will be requested to reconsider their final decision. Contact the SMP at Optima Health via e-mail to inform them of the request and ask the SMP to reconsider their final decision.

If the original Selected Medical Practitioner is no longer working, then in agreement with the claimant, the final decision of the original Selected Medical Practitioner can be forwarded to another Selected Medical Practitioner for them to consider and provide their decision. Contact the claimant to inform them and obtain their agreement and with their agreement, inform Optima Health to progress this. Please seek advice from OHU for any queries regarding another SMP if any further advice is needed.

If the decision is in the claimant's favour, send the revised certificate to the applicant.

Submit a ticket to GMSS ([IA-17](#)) requesting that the certificate be sent to the pension provider to put the revised payment of the award in place. Send email to OH&WU with SMP Certificate for filing ([IA-18](#)) and close the file.

If the decision is not in the claimant's favour, they can appeal under Regulation 31 to a Police Medical Appeal Board.

6. Request for Reassessment

Request for Reassessment of Injury Pension – Regulation 37 Police (Injury Benefit) Regulations 2006

The regulations state:

Reassessment of injury pension

37.— (1) Subject to the provisions of this Part, where an injury pension is payable under these Regulations, the police authority shall, at such intervals as may be suitable, consider whether the degree of the pensioner's disablement has altered; and if after such consideration the police authority find that the degree of the pensioner's disablement has substantially altered, the pension shall be revised accordingly.

(2) Where the person concerned is not also in receipt of an ordinary, ill-health or short-service pension under the 1987 Regulations, if on any such reconsideration it is found that his disability has ceased, his injury pension shall be terminated.

(3) Where payment of an ill-health pension is terminated in pursuance of regulation K1 (4) of the 1987 Regulations, there shall also be terminated any injury pension under regulation 11 above payable to the person concerned.

(4) Where early payment of a deferred pension ceases in pursuance of regulation K1(7) of the 1987 Regulations, then any injury pension under regulation 11 above payable to the person concerned shall also be terminated.

The above Regulation of the Police (Injury Benefit) Regulations 2006 provides that an injury award is only revised if there has been a substantial alteration to the pensioner's disability. "Substantial" has been determined by case law to mean that there must be such a significant alteration to the pensioner's medical condition or overall earning capability that will affect the percentage in that it warrants a move from one band to another. This can be up or down.

Factors which may affect a change are:

A substantial deterioration or improvement in the pensioner's overall medical condition:

This can be either the actual qualifying injury giving rise to the award itself or any other medical condition that impacts on the pensioner's overall work capability. In this respect, if there is no substantial change to the qualifying injury, but a substantial change to the pensioner's overall medical condition, which of itself has a greater impact on earning's capability, this can be taken into account by way of apportionment.

If a medical condition, other than the condition resulting from the injury, prevents someone from working the percentage can be decreased to zero, band 1. For example, if someone was ill health retired and granted an injury award for an injury to the knee, however, over the passage of time they have become ill with a condition such as Parkinson's disease, as this condition would not enable them to work in any capacity the award can be reduced.

The SMP can take account only of the causes relating to the qualifying injury. The SMP cannot introduce into the reassessment any new medical conditions caused by injuries sustained on duty which were not part of the original assessment for an injury award.

A substantial change to the overall earning capability of the pensioner:

Notwithstanding there is no identified change to the pensioner's actual medical condition, it is possible for the matter to be assessed with regards to recognised changes in the employment field that may substantially affect their overall earning capacity. To this end it would be possible to recognise that there are either work, education or training prospects available that were not so previously, or that work possibilities taken into account previously no longer exist. Either scenario could give rise to a determination that a substantial downgrading or upgrading of the award is possible.

Age:

The fact that an injury pensioner has now reached State Pension Age no longer means that their award will be reduced automatically to Band 1 (the lowest banding). The same criteria must be applied as outlined above in all cases.

6.1 Process

Initial application

- Acknowledge receipt of the request no supportive medical evidence submitted ([RRA-1](#)). Attach consent form ([RRA-3](#))
- Acknowledge receipt of the request with further medical evidence submitted ([RRA-2](#)). Attach consent form ([RRA-3](#))
- Forward the letter of acknowledgement and the request together with the certificate ([RRA-5](#)) to the OH&WU, requesting that once in receipt of consent, and if required, medical information that they refer the request to an external Selected Medical Practitioner. ([RRA-4](#))

6.2 Selected Medical Practitioner (SMP)

SMP reviews the information, may request up to date medical information and may wish to see the individual. They subsequently write to the FMO with their opinion providing a report and complete the certificate only if there has been a substantial change in the degree of disablement.

Optima Health attach the report and certificate from the SMP to the Optima Health portal and the HR Caseworker will access this on the portal.

6.4 Outcomes

The HR Caseworker will write to the applicant with the outcome:

Percentage remains the same:

- Writes to the applicant ([RRA-6](#)) enclosing the medical report informing them that the percentage remains the same.
- Update the spreadsheet and close the file.

Percentage is increased:

- Writes to the applicant ([RRA-7](#)) enclosing the certificate and medical report informing them that the percentage and banding has changed

- Submit a request on GMSS ([RRA-8](#)) for Pensions for them to inform to the pension provider of the decision. NB you must also attach the certificate completed by the SMP
- Update the spreadsheet and close the file.

Percentage decreased

- Writes to the applicant ([RRA-9](#)) enclosing the certificate and medical report informing them that the percentage and banding has changed.
- Submit a request on GMSS ([RRA-9](#)) for Pensions for them to inform to the pension provider of the decision. NB you must also attach the certificate completed by the SMP
- Update the spreadsheet and close the file.

7. Appeals

The applicant has the right to appeal any of the above outcomes. If they wish to exercise this right, then they should write to you within 28 days of the date of their outcome letter.

Appeals can be managed by a formal PMAB appeal or an informal review. To determine which review is appropriate, each case is considered on its own merits and is prompted by the submission of new medical information. You should email the Head of HR Operations explaining that there is new medical information and providing any relevant details. The Head of HR Operations will decide if an informal review would be the most suitable route or whether a formal review should be progressed.

If their appeal is to be managed via an informal review, forward a copy of ([App-1](#)) to notify the applicant.

For a formal PMAB route forward letter ([App-2](#)) and enclose a copy of Appeal Form A ([App-3](#))