



FREEDOM OF INFORMATION REQUEST

Please note the text of this request has been reproduced exactly as received.

FOI Reference number: FOI 73/2025

Date: 4 February 2026

Request:

Reformulated request of FOI 65/2025

I have narrowed my request and I am now simply asking for copies of the relevant process maps as indicated below.

[1] The Process maps produced by the Steering and sub group on their own individual work area.

[2] The Composite end-to-end process map that reflects the problematic areas and/or issues with the existing process.

Answer:

Please find enclosed the Board's process map, the DoJ's process map, and the composite end-to-end process map. The Board does not hold a record of PSNI's process map. The attached documents were created in 2020 and, as such, the processes may be outdated.

If you have queries about this request or the decision, please contact the Board quoting the reference number above. If you are unhappy with the service you have received and wish to make a complaint or request a review you should contact the Board's Chief Executive -

Via Email: foi@nipolicingboard.org.uk

Or in writing at the following address:

Northern Ireland Policing Board
James House
Block D
2 – 4 Cromac Avenue
The Gasworks
Belfast
BT7 2JA

You should contact the Board within 40 working days of this response.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner. Generally, the Information Commissioner's Office cannot

investigate or make a decision on a case unless you have exhausted the complaints procedure provided by the Board. You should make complaints to the ICO within six weeks of receiving the outcome of an internal review.

The Information Commissioner can be contacted at the following web link –

www.ico.org.uk/foicomplaints

or in writing at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

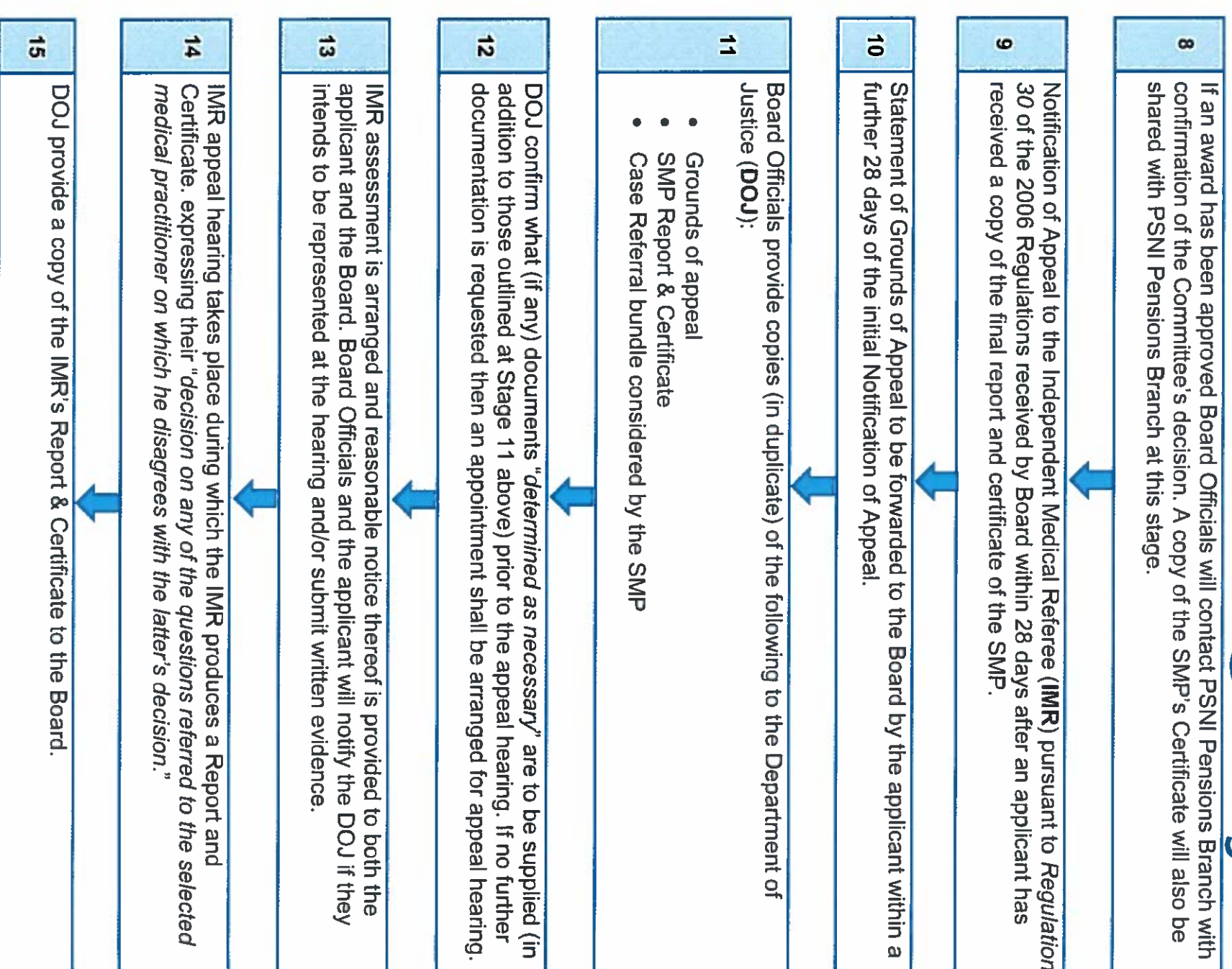
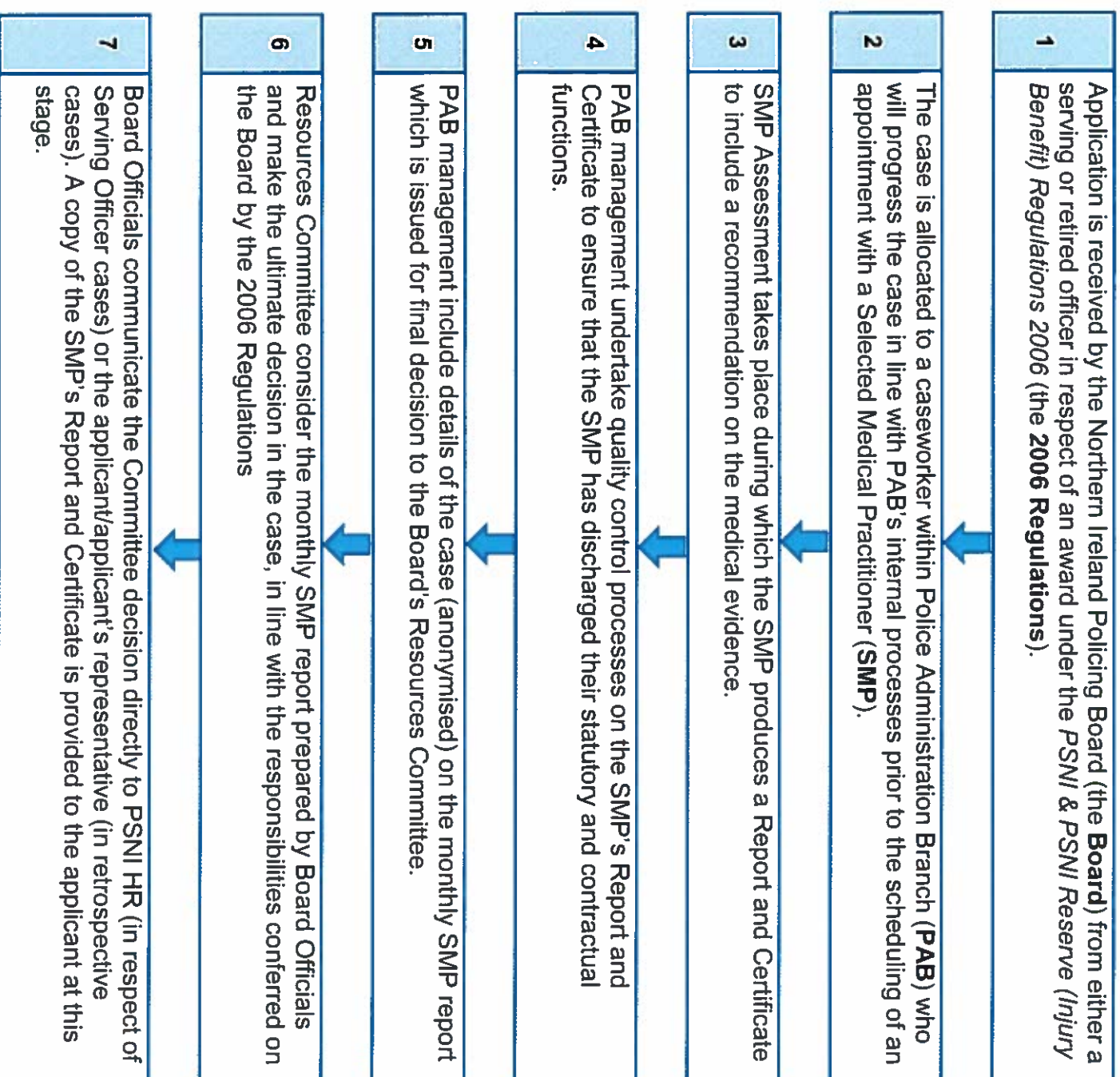
Telephone: - 0303 1231114

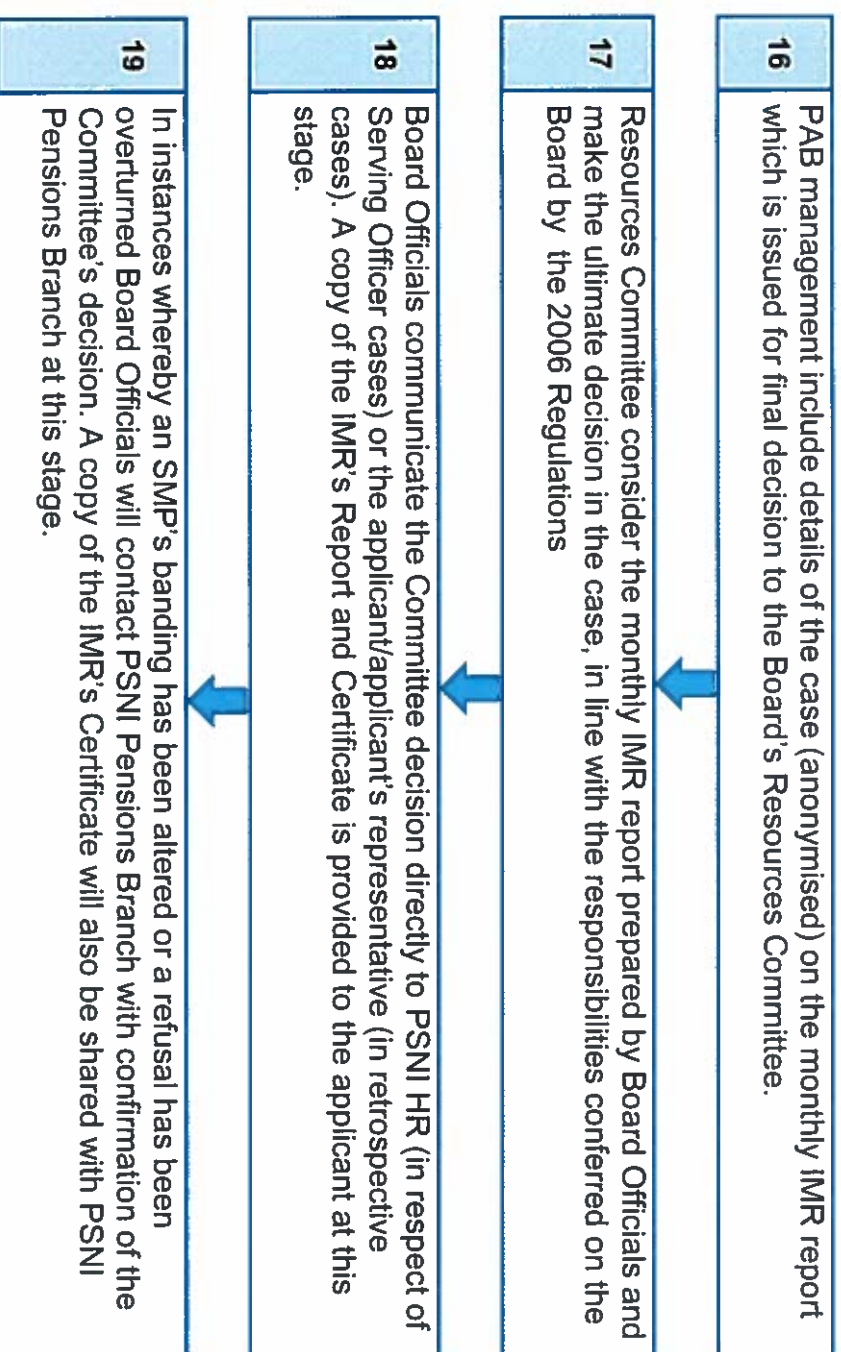
Email: - ni@ico.org.uk

Please be advised that Policing Board replies under Freedom of Information may be released into the public domain via our website @ www.nipolicingboard.org.uk.

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.

APPLICATION PROCESS UNDER THE PSNI & PSNI RESERVE (INJURY BENEFIT) REGULATIONS 2006





NOTES

- 1.1 Board Officials have prepared the attached flowchart being the process overview for initial applications only to the SMPs and IMRs.
- 1.2 The process relates to initial applications under the 2006 Regulations only and does not include applications made under the various police pension schemes.
- 1.3 This process does not relate to specific applications made by virtue of either *Regulation 31(2)* or *Regulation 35* of the 2006 Regulations. The Board's Resources Committee is considering a revised processes for applications under *Regulations 31(2)* and *35* owing in part to the CCNI Court of Appeal judgment. Board Officials will revert to all stakeholders accordingly once these processes have been approved.
- 1.4 Owing to both the CCNI judgment as well as the express and implied responsibilities conferred on the Board by the 2006 Regulations, the IMR Report & Certificate should be shared with the Board in the first instance. This will inform the Board in reaching a final decision on /all cases. Production of an IMR Report & Certificate is not indicative of an automatic entitlement to an award.

Summary of DoJ Process

- 1 Appeal received from NIPB
- 2 Medical Appeals spreadsheet updated
- 3 Physical File opened
- 4 Acknowledgement letter, NIPB submission papers & IMR selection form issued to appellant/representative
- 5 On receipt of IMR selection form, appointment is arranged
- 6 Quality assure completed IMR report and certificate (if applicable)
- 7 Report and certificate is submitted to NIPB
- 8 Copy of report and certificate issued to appellant/representative
- 9 Process now complete and file is closed
- 10 All records are destroyed 6 months from date of final communication

If the appellant is dissatisfied with the decision of the NIPB, they may apply for a reconsideration by the initial IMR via NIPB or Judicial Review the decision through the courts. Another option available to them is to apply for a Medical Appeal Tribunal (MAT) which will be administered by the DoJ as below:

- 1 MAT received from appellant
- 2 List of Chairpersons issued to appellant to choose Chair for MAT Panel
- 3 On receipt of submission papers, a hearing date will be arranged
- 4 Chairman will submit decision of hearing to DoJ within 6 weeks
- 5 Copy of determination forwarded to both appellant and respondent
- 6 Submission papers destroyed as per Chair's instructions
- 7 MAT process now complete

The operational and financial role of the Department of Justice is as follows:

- Maintain the statutory framework for the Injury Benefit Scheme;
- Appoint an Independent Medical Referee;
- Responsibility for the administration of the Medical Appeal Tribunal; and
- Responsibility for the fees and expenses of the panel members of the Tribunal.

Injury on Duty Scheme – Composite end to end process

To be printed in colour

Key: PSNI, NIPB, DoJ

1. NIPB receive application from either a serving or retired officer.
2. Information provided to NIPB regarding all records relating to an identified injury.
3. If IoD claim is identified as part of an IHR, then upon receipt of the red envelope from OHW, HR will collate supplementary evidence for NIPB which includes all IoD's in an officer's file.
4. Supplementary evidence forwarded to NIPB for inclusion in the IHR papers for the SMP to review.
5. For retrospective IoD's from officers who have left PSNI, PSNI HR will search an officer's file and provide details of all paperwork held relating to the members IoD.
6. Case allocated to a caseworker within PAB who will progress case in line with PAB's internal processes.
7. Appointment scheduled with a SMP.
8. SMP assessment takes place during which the SMP produces a report and certificate to include a recommendation on the medical evidence.
9. PAB management undertake quality control processes on SMP's report and certificate to ensure that the SMP has discharged their statutory and contractual functions.
10. PAB management include anonymised details of the case on the monthly SMP report which is issued for final decision to the Board's Resources Committee.
11. Resources Committee consider the monthly SMP report prepared by NIPB officials and make the ultimate decision in the case, in line with the responsibilities conferred on NIPB by the 2006 Regulations.
12. NIPB Officials communicate the Committee decision directly to PSNI HR or applicant's representative. A copy of the SMP's report and certificate is provided to the applicant at this stage.
13. If an award has been approved NIPB officials will contact PSNI Pensions Branch with confirmation of the Committee's decision. A copy of the SMP certificate will also be shared with PSNI Pensions Branch at this stage.
14. For all new IoD awards – details of the member's gratuity will be calculated and a letter will be issued to members providing them with details and requesting information on relevant SSA benefits that should be notified/claimed.

15. When information is received from the member on their SSA benefits, final monthly award payments are calculated, including all relevant backdated elements.
16. Payments will then fall into normal annual cycles for payroll.
17. Notification of appeal to the IMR received by NIPB within 28 days after an applicant has received a copy of the final report and certificate of the SMP.
18. Statement of grounds of appeal to be forwarded to NIPB by the applicant within a further 28 days of the initial notification of the appeal.
19. NIPB officials provide copies (in duplicate) of grounds of appeal, SMP report and certificate and case referral bundle considered by SMP.
20. DoJ confirm what (if any) documents determined as necessary are to be supplied prior to the appeal hearing. If no further documentation is requested, then an appointment shall be arranged for an appeal hearing.
21. DoJ update medical appeals spreadsheet and open file.
22. Acknowledgement letter, NIPB submission papers and IMR selection form issued to appellant / representative.
23. On receipt of IMR selection form, appointment is arranged. NIPB officials and the applicant will notify DoJ if they intend to be represented at the hearing and/or submit written evidence.
24. IMR appeal hearing takes place during which the IMR produces a report and certificate expressing their decision on any of the questions referred to the SMP on which he disagrees with the latter's decision.
25. DoJ quality assure completed IMR report and certificate.
26. Report and certificate submitted to NIPB.
27. PAB management include details of the case (anonymised) on the monthly IMR report which is issued for final decision to the Board's Resources Committee.
28. Resources Committee consider the monthly IMR report prepared by NIPB officials and make the ultimate decision in the case.
29. NIPB officials communicate the Committee decision directly to PSNI HR or the applicant's representative. A copy of the IMR report and certificate is provided to the applicant at this stage.
30. In instances whereby an SMP's banding has been altered or a refusal has been overturned, NIPB officials will contact PSNI Pensions Branch with confirmation of the Committee's decision. A copy of the IMR certificate will also be shared with PSNI Pensions Branch at this stage.
31. For changes to awards, details will be recalculated and IoD revised in the next available payroll run. Letters issued to the member notifying them of the impact of their award review.

32. Once items enter in payment status they will form part of normal processing and uprating and review.
33. If the appellant is dissatisfied with the decision of the NIPB, they may apply for a reconsideration by the initial IMR via NIPB or JR the decision through the courts. Another option is to apply for a Medical Appeals Tribunal (MAT) which will be administered by DoJ.
34. MAT received from appellant.
35. List of Chairpersons issued to appellant to choose Chair for MAT Panel.
36. On receipt of submission papers, a hearing date will be arranged.
37. Chairman will submit decision of hearing to DoJ within 6 weeks.
38. Copy of determination forwarded to both appellant and respondent.
39. Submission papers destroyed as per Chair's instructions.