

MIB 2nd March Official Injury Claim Webinar Q&A Part 3

Eligibility

1. **Will Official Injury Claim automatically reject members of the public trying to submit a claim where the accident pre-dates the effective date for the new portal? (e.g. on or after May 31st?)**

The website makes clear upfront that someone should only use the service for claims on or after the 31st May. Within the portal 'claim capture' step if someone enters an accident date that pre-dates the 31st May 'go live' date an error will be shown to the user to make clear they cannot continue.

2. **Will existing claims in the Claims Portal Limited system be transferred to Official Injury Claim Portal?**

No. Only accidents that occur on or after May 31st will be eligible for Official Injury Claim. Any existing claims for accidents before this date will not transfer to the new system they will continue to be processed in the Claims Portal.

3. **If client has a headache and anxiety only as a result of the accident does that fall outside the portal?**

No. You are able to claim for non-tariff injuries through Official Injury Claim as long as they fall under the £5,000 limit. Values will be assessed based on existing judicial guidelines by the compensator.

4. **Do non-whiplash injuries valued less than £5k falls within this system?**

Yes, you are able to claim for non-tariff injuries through Official Injury Claim as long as they fall under the £5,000 limit. Values will be assessed based on existing judicial guidelines by the compensator.

Testing

1. **Have the designers of the system and processes sat on the Clapham Omnibus and asked their fellow passengers? It would appear the focus group have been hand picked and this does not help the average Claimant.**

The independent research consultants were selected for their expertise. They sought to reflect a range of views among those who have suffered soft-tissue damage due to a road traffic accident in the previous 12 months. Respondents included those with digital assistance needs and motor, mental, cognitive and intellectual function impairments. A third phase of testing is planned ahead of launch, focusing on those who might struggle to use the service in both the online and offline parts of the process.

2. **Do you really feel that testing a system that is likely to apply to hundreds of thousands of injured claimants with only 112 customers is a genuinely realistic way of assessing the suitability of the system?**

The 112 participants to date were recruited by independent research consultants Ipsos MORI, to gain feedback on usability, robustness and premise, with participants from regions across England and Wales and among different segments of the population. The sample size recommended by Ipsos followed the Nielsen Norman Group rules (<https://www.nngroup.com/articles/why-you-only-need-to-test-with-5-users/>) which highlights that you only need to test with 15 users to identify all the usability problems in design.

3. **Who were the 112 users who have tested the protocol? ie % of claimant representatives**

The 112 participants were recruited by the independent research consultants Ipsos MORI - the participants were recruited had all had a whiplash claim previously, with participants from regions across England and Wales, and among different segments of the population.

4. **Have the designers of the system and processes sat on the Clapham Omnibus and asked their fellow passengers? It would appear the focus group have been handpicked and this does not help the average Claimant.**

The independent research consultants were selected for their expertise. They sought to reflect a range of views among those who have suffered soft-tissue damage due to a road traffic accident in the previous 12 months. Respondents included those with digital assistance needs and motor, mental, cognitive and intellectual function impairments. A third phase of testing is planned ahead of launch, focusing on those who might struggle to use the service in both the online and offline parts of the process.

5. **You say April that users can test - will that include the medical element of the process?**

We will include limited capability to see the process for booking a medical report, although you will not be able to obtain a full report.

Inclusiveness

What measures are in place to support those Claimants who are vulnerable and may struggle to follow the claims process?

Official Injury Claim has been built to make the new claims process as inclusive and accessible as possible. It is chiefly an online service, however, the customer contact centre will provide support and guidance for anyone who struggles to use or access it for any reason. We have also followed the Web Content Accessibility Guidelines (WCAG 2.1), a set of internationally recognised recommendations for improving website accessibility, and we have employed independent consultants to provide guidance to ensure the service complies with those Guidelines. A paper-based process and translation services are available if required.

Will the service operate in languages other than English?

The service is available in English and Welsh and free translation services are available for the 10 most requested languages in the UK.

Readiness for launch

1. **Will all phases of the claim from notification through to settlement be ready for release on 31st May or will there be a phased release?**

All parts of the claims process will be ready and able to be completed in full from the 31st May.

2. **Will all functionality for the whole lifecycle of the claim be ready for release by 31 May 2021?**

The whole system is set for launch on the 31st May.

3. **How can it be premature to ask if its suitable, you reply is wait till April when go live is in May?**

The MIB received the final rules at the same time as everyone else and need the time until April to finalise the service and complete resilience testing before we make it available to the industry to test. An end-to-end user journey clinic will take place at the end of March which will show the service in full.

4. **Do you believe 30 members in a call centre is sufficient to handle the amount of queries that will be raised by LiPs? Solicitors will not be there to handle/filter queries and MROs will be directing the majority of queries to the call centre.**

Plans are in place to ramp up the size of the portal support contact centre should it be required. The system has also been designed to provide on screen guidance throughout the process and be as easy to use as possible for LiPs.

5. **This system is clearly not ready and appears to still need a lot of work before it can properly allow access to justice for Claimants**

The system was 85% complete before the rules were announced, and we are now comfortable we have everything we need to finish and launch the service on the 31st May.

6. **Does the fact that you mention this is a live 'dynamic' portal that could change post go live mean that you are not 100% confident that this is a finished live platform and that you will send live to meet a deadline and that the MIB fully expects flaws in this model?**

We are confident that, on the 31st May, we will deliver a system that is secure, easy to use and meets all the requirements of the Whiplash Reforms that have been set out by the MoJ. When we say "dynamic" we mean we have built the system in such a way that if requirements were to change in the future or new features requested, we are capable of updating the system without starting from scratch.

Communications

1. **What is the communication plan for the public?**

MoJ are responsible for the public launch in May. They will be providing more detail. There won't be an advertising campaign. Much of the public awareness raising is expected to be done through compensators and the third sector organisations signposting those who need to use the service to it. To support those on the frontline who need to signpost claimants to the service or answer their questions we are developing toolkits that will be made available next month. These toolkits will include access to training videos, FAQs and branding material.

2. If we have not seen a demo yet. Where can this be accessed?

We are releasing spotlight demonstrations throughout March and will be hosting an end-to-end system clinic at the end of March. These are accessible via eshots - [in the archive](#) - or you can find them on the Official Injury Claim website [resources page](#).

3. Can we access and watch previous system demo sessions?

These are accessible via eshots - in the archive - or you can find them on the Official Injury Claim website resources page.