

# Official Injury Claim – designed with inclusion in mind

The Motor Insurers' Bureau (MIB) developed the Official Injury Claim service on behalf of the Ministry of Justice (MoJ). Great care has been taken to ensure that it is inclusive and accessible to as many people as possible.

## Background

Official Injury Claim is a free and independent service for people injured in a road traffic accident to claim compensation without legal help. This easy-to-use portal guides the claimant through the process of making a claim, managing that claim, obtaining a medical report and receiving compensation. It is impartial, costs nothing to use and is available for those injured in a road traffic accident that happens on or after 31st May 2021.

A claimant has the option of seeking professional legal help to make a claim on their behalf though they may be charged a fee for this.

## Making the claims process work for everyone who needs it

Official Injury Claim has been built to make the claims process as inclusive and accessible as possible. It is chiefly an online service, however, the customer contact centre (also referred to as the portal support centre) will provide support and guidance for anyone who struggles to use or access it, e.g. those who can't get online for any reason.

MIB has taken a number of steps to ensure customer needs are catered for, including:

### Applying best practice:

the Government Digital Service (GDS) guidelines, created to ensure Government services work better for everyone, have been instrumental in the development of Official Injury Claim. This includes the language used to explain the process and the features included to make it easy-to-use and secure.

### Website accreditation:

MIB has followed the Web Content Accessibility Guidelines (WCAG 2.1), a set of internationally recognised recommendations for improving website accessibility, and has employed independent consultants to provide guidance to ensure the service complies with those guidelines. Official Injury Claim is aiming for a Level AA rating from W3C, the organisation behind the accessibility guidelines. The service will undergo continuous assessment so that it remains as accessible as possible.

### Removing language barriers:

the website is available in English and Welsh. Translation services are available from the customer contact centre in the 10 most commonly requested foreign languages: Arabic, Bengali, Bulgarian, Farsi, Polish, Punjabi, Romanian, Somali, Turkish and Urdu.

### Seeking customer input ahead of launch:

leading independent research specialists Ipsos MORI conducted two phases of qualitative testing in 2019 and 2020 to gain feedback on usability, robustness and premise. The research 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. The testing identified areas for improvement and further exploration. A third phase of testing took place, focusing on those who might struggle to use the service in both the online and offline parts of the process.

### Commitment to keep listening to customers:

a Customer Council made up of representatives from different customer groups and bodies helps provide ongoing feedback.

### Making customers aware of the service:

customer representative bodies and groups are aware of the service and have the information they need to share with their communities. Particular attention is being paid to customer groups who may find it more challenging to do web searches to find the service or who may not be online.

MoJ and MIB engaged extensively with customer representative organisations and bodies to understand their needs and demonstrate the service. A toolkit is available to help public facing organisations answer questions and to signpost to the service. If you represent a customer group and would like to find out more or be kept informed, please contact

[Customer.Service@officialinjuryclaim.org.uk](mailto:Customer.Service@officialinjuryclaim.org.uk)

Further information is available at

[www.officialinjuryclaim.org.uk](http://www.officialinjuryclaim.org.uk)

