

## **TROUBLES PERMANENT DISABLEMENT PAYMENT SCHEME**

### **ONLINE APPLICATION - GUIDANCE NOTES**

## **APPLYING ON BEHALF OF THE VICTIM / BENEFICIARY AS THEIR REPRESENTATIVE**

The Troubles Permanent Disablement Payment Scheme (the 'Scheme') is legislated for in the Victims' Payments Regulations 2020. The purposes of the Scheme are to:-

- a) Acknowledge the harm suffered by those injured in the Troubles, and
- b) Promote reconciliation between people in connection with Northern Ireland's troubled past.

The Scheme deals with applications for payments to people living with permanent injuries sustained in Troubles-related incidents between 1 January 1966 and 12 April 2010, or the beneficiaries of those who have since passed away. Incidents outside of these date parameters can be considered on a case by case basis.

To be eligible for this Scheme, the injury/injuries must have resulted in permanent physical disablement or a permanent mental health condition. Confirmation will be required that the injury/injuries were sustained at a Troubles-related incident(s) or in the immediate aftermath of a Troubles-related incident(s).

**This guidance has been produced to assist you in completing the Online Application if you are applying on behalf of the victim / beneficiary as their representative.**

It is important that you read all this guidance **IN FULL** before completing your application.

If you are in distress and need to speak to someone urgently you can call Lifeline for free on 0808 808 8000 from UK landlines and mobiles, 24 hours a day, 7 days a week.

For the purposes of completing this application, please note the following:

<b>Victim :</b>	the person who was permanently injured as a result of a Troubles-related incident.
<b>Beneficiary :</b>	the person who may benefit if an award is made under the Troubles Permanent Disablement Payment Scheme.

## Before you apply

### What you need to think about before you apply

To apply for the Scheme you will need to:

- ✓ Give personal information to us.
- ✓ Confirm identity with us.
- ✓ Tell us about the Troubles-related incident(s) that happened in which the injury/injuries were sustained.
- ✓ Sign the statutory declaration at the back of the application form.

Before applying you may wish to know that:

- ✓ We may be able to help you obtain supporting information.
- ✓ Support services are available to assist with your application – see **Annex A**.
- ✓ We can request further information from you in writing or by telephone.
- ✓ Where possible, this application will be decided on assessment of the supporting documentation / evidence. However, if there is not sufficient evidence, it may be necessary to attend a face to face assessment with a health care professional.
- ✓ We will arrange for a qualified health care professional to assess injuries sustained to determine the degree of permanent disablement.

When you apply, you acknowledge that:

- ✓ We will share some information relevant to your application in order to confirm details provided and to enable a full assessment of the application (see section 10, Declaration on page 21).
- ✓ We will conduct a criminal record check to confirm eligibility to the Scheme. Having a criminal record may not automatically make the application ineligible under this Scheme (This is explained further in paragraph 6 of the Regulations).
- ✓ We will check previous claims for compensation and / or ongoing awards with the appropriate authorities.

### Quick Facts about applying

- Apply in your own time and at your own pace. You can apply online or you can download and complete the paper application form, or seek the services of a friend / relative or support organisation to complete the form on your behalf.
- You will be given a unique reference number as part of the application process. This will begin with **VPB** followed by a series of numbers.
- When completing the application form please remember that only one application form is required to be completed, regardless of the number of injuries or incidents – they can all be recorded (as appropriate) on a single application.
- You will need to provide as much relevant information as possible to help consideration of the application. Decisions by the Victims' Payments Board will be made on the balance of probabilities i.e. the injury is more likely than not to have resulted from the incident, however the burden of proof rests with the applicant (i.e. it is your responsibility to ensure that sufficient, relevant information is provided to support an award under this Scheme).
- We will contact you to confirm that the application has been received and to confirm what will happen next. You will receive updates at each stage of the application process.

- It is important that you let us know if you have changed your contact details. We can only use the contact details you provide to us.
- You can withdraw the application at any time up to when a determination has been made by writing to the Scheme Administration at PO Box 2305, Belfast BT1 9AX.
- If you are uncertain about a question you can email us at [vpb@justice-ni.gov.uk](mailto:vpb@justice-ni.gov.uk) or call us on 0300 200 7808 or contact a support organisation to help you.
- We will only ask for banking details once you have been notified of a decision to award payments. Only at this stage will you be asked to provide the Victims' Payments Board with details of the bank account into which payments should to be made.

## Completing the Application Form

The rest of this guidance aims to help you complete each part of the online application. We have tried to set out at each part a brief explanation of the information asked for. It may be helpful to have this guidance at hand when completing the application.

This guidance provides general information only. Every effort has been made to ensure that the information is accurate, but it is not a full and authoritative statement of the law. The Scheme regulations are the authoritative document.

You will be asked to provide (upload) copies of ID documents and other evidence in support of the application (see section 3, page 10). We recommend that you have scanned these documents and saved them to your computer or device before commencing the application. You will then be able to attach them to the application as you complete it.

## Account Creation

All online applications must be created from a NIDA account. NIDA is a personal account used to access a number of government services on the NIDirect website - you can view further details of this at [NIDA Identity Assurance](#).

On selecting the online application link from the web page you will be presented with the NIDA logon page.

### Do you have an nidirect account?

#### I have an account

\* Indicates a required field

\* Email address

\* Password

[I've forgotten my password](#)

[Manage my account details](#)

#### I need an account

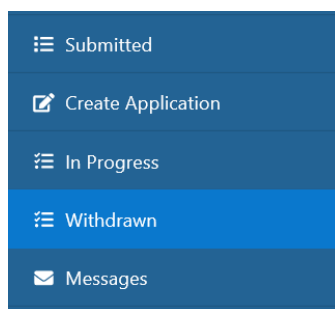
If you have used other NIDirect services (for example for applications to Compensation Services or AccessNI) you may already have a NIDA account, in which case you can simply log on using your existing details. If not, creating an account is similar to the process for other online services, as per the following steps:-

- a) Select **Create account**
- b) Complete the account details requested and submit.
- c) You will receive an email with a link to activate your account.
- d) Upon selecting the link, your account will have been activated.
- e) Return to the e-application on the website and proceed to log on with your email address and chosen password. Make sure you remember your log on details so that you can log on to the system at any time you require – this might include to access secure messages on the portal (see page 21).

Please call 0300 200 7868 or go to [NIDA Contacts](#) if you are having any problems creating or logging in to your NIDA account.

## Using the online application

The online application incorporates a menu bar on the left-hand margin that allows the authenticated account holder to:-



- View an application that has been submitted to the Scheme
- Create a new application
- View and continue applications that have been saved
- View Withdrawn applications
- Read and respond to messages (see page 21)

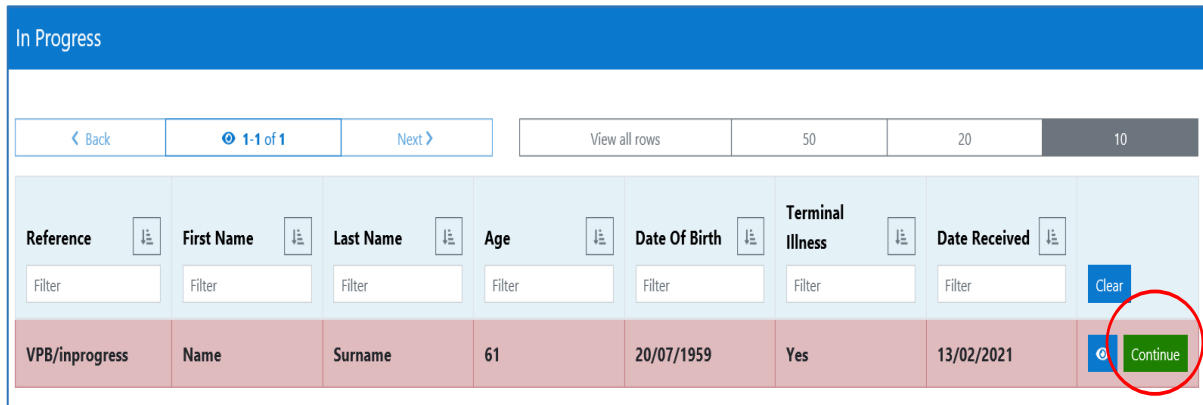
### Mandatory Fields

Throughout the online application you should note that any field that is pre-fixed with a red asterisk (\*) is a mandatory field and you will not be able to proceed from a screen until this field has been completed.

### Save and Continue

On each page of the application there is a **Save and Exit** button on the top right-hand side of the screen which allows you to save the application and return to it for completion at another time of your choosing. This is particularly useful if you need to obtain additional supporting documents that you might wish to upload and attach to the application.

To continue a saved application, select **In Progress** from the left-hand menu bar and you will be presented with application to be continued. You can click on **Continue** to pick up where you left off:-



### Free Text Fields

Throughout the application you will be able to add information in a range of free-text boxes. You are encouraged to be as succinct as possible when completing these boxes.

The boxes will have defined space limits (ranging from 250 to 3,000 characters) and you will see a character counter once you commence inputting information.

If you run out of space in any of these free-text boxes, please consider including the information as a separate document upload.

### File Upload Limits

To ensure optimum system performance is maintained, limits have been placed around the maximum file sizes for upload. These are as follows:-

- Maximum size for any single file is 6MB
- Maximum combined size for multiple upload sections is 30MB

If you have a single file larger than 6MB, we would suggest that you break this down and upload in smaller parts. In so doing, please ensure clear labelling of the separate file parts to aid processing in the Scheme administration team.

If you are uploading a number of files (for example supporting documentation you hold in relation to presence at a Troubles-related incident – see Section 4 on page 11) you can upload documents up to a maximum of 6MB each, but the combined total for documents in the section is 30MB. This same position is the case when uploading supporting documents for Section 4 – permanent injuries sustained.

### Upload File Types

The following file types are acceptable for upload on the e-application:-

.jpg	.doc	.pptx	.xls
.jpeg	.gif	.pps	.xlsx
.png	.docx	.ppsx	.txt
.pdf	.ppt	.odt	.csv

You should note that some of the above file formats are quite old (for example .doc) and may therefore take slightly longer to upload than the newer versions of the files - this is because the older file formats are not as well compressed as the newer versions.

## Supported Devices and Browsers

The online application has been tested against the most recent versions of Mozilla Firefox, Microsoft Edge and Google Chrome, using a Windows 10 desktop PC. As the application is dynamic, there is the expectation that it should be usable on other common device types, browsers and operating systems, however this has not been extensively tested.

## Timeout

You should note that an application will 'Timeout' after 30 minutes of inactivity. To avoid losing the updates on an application you should save and continue at regular intervals as you work through the application.

## Application Home Page

The Application Home Page shows the three main options for making an application. Below we describe the steps for applying for the **On behalf of the victim as their representative**.

Selecting this option to submit an online application is suitable in the following circumstances:-

1. If the victim or beneficiary, because of their age or degree of incapacity, is unable to adequately manage their own affairs and has asked you (their representative) to complete and submit the application on their behalf. In this instance, the representative could be the parent of a minor or someone with enduring power of attorney.
2. If you are representing the beneficiary of a victim who has passed away on or after 23 December 2004. For example, a son completing and submitting an application on behalf of his mother – the mother being the beneficiary for her husband who suffered permanent injuries as a result of a Troubles-related incident, and who has passed away.
3. If the beneficiary would prefer a solicitor or other support service to manage the application on their behalf.

With this application flow, all details of 3<sup>rd</sup> party representatives are captured during the application process. It should be noted that the application will be submitted through a 3<sup>rd</sup> party NIDA account, and the beneficiary will not have ongoing direct access to information on this account relating to their application, unless information is shared by the account owner (for example, screen share on video conferencing tool).

Similarly, any e-messaging (see page 20) will issue directly to the representative / 3<sup>rd</sup> party account holder only. It would be the responsibility of the nominated representative to share/follow up on the content of an e-message with the beneficiary.

## Welcome to the Online Application for the Troubles Permanent Disablement Payment (TPDP) Scheme.

Before you start, you should read the guidance at [Online Application Submission Guidance](#).

There are three options for submitting an Online Application as set out below - each of these has been designed to cover a specific type of application. The Online Guidance will assist you in deciding which option best suits your needs.

For the purposes of completing this application, please note the following:

- **Victim** – the person who was permanently injured (as a result of a troubles-related incident, or by being present in the immediate aftermath of a troubles-related incident).
- **Beneficiary** – the person who may benefit if an award is made under the Troubles Permanent Disablement Payment Scheme.

\* Indicates a required field

\* Are you applying:

As the victim

On behalf of the victim as their representative

On behalf of a deceased victim (and you are the beneficiary)

On selecting the On behalf of the victim as their representative, you will be prompted to indicate if the application is being made in respect of someone who has passed away (please see example 2 on previous page). The dynamic nature of the online application will then determine the screens / fields that will be required to be completed for the selected application flow.

## Section 1 of 10 - Beneficiary Details

In this part you are asked to provide the details of the person who may benefit if an award is made under the Scheme.

**Beneficiary Details**

This should be the details of the person who may benefit if an award is made under the Troubles Permanent Disablement Scheme.

\* First Name(s)

\* Last Name

Other given name(s)

Any former name(s) by which the beneficiary was known (if applicable)

\* Date Of Birth

Day: Please select an option

Month: Please select an option

Year: Please select an option

National Insurance Number (if applicable)

Save and Exit

You are asked to provide the beneficiary's name, current address, date of birth, preferred contact number and email address. If they are a UK resident or UK citizen and have a



National Insurance Number, you are also asked to provide this. This information helps the Victims' Payments Board to confirm identity.

We ask that you provide any other given names (eg a middle name) and any former names used by the beneficiary.

If the beneficiary is suffering from a terminal illness, the Victims' Payments Board will **prioritise** the application. You must attach a copy of a letter from a GP or hospital which documents the beneficiary's ill health.

## Entering Addresses

To enter an address, click on the **Select** button beside the address field and you will be presented with the **Find Address** screen. For an address in Northern Ireland, you can search by postcode. For addresses outside Northern Ireland, please enter the address details by typing into the boxes provided, as per the example below:-

Find Address

Search for an address

Search by postcode

We cannot find any address with that postcode. Please try searching again or enter the address manually!

Enter an address

Postcode   
Enter a postcode.

Building name/number   
Enter the building name/number.

\* Town or city   
Enter the town or city.

\* Country    
Enter the country.

\* Address line 1   
Enter address line 1.

Address line 2   
Enter address line 2.

## Section 2 of 10 – Details of person acting on behalf of beneficiary

This section seeks the details of the person who is the representative of the beneficiary and is completing the application on the beneficiary's behalf. The representative is asked to provide their names and address, their relationship to the beneficiary and their preferred contact number.



## Section 2 of 10

Save and Exit 

### Details of person acting on behalf of the beneficiary

Please complete this section ONLY if you are applying on behalf of the beneficiary.

\* First Name(s)

\* Last Name

\* Current Address

Select

\* Relationship to Beneficiary

\* Preferred Contact Number

\* Email Address

brian.thomson@justice-ni.gov.uk

\* Have you been appointed controller or have you power of attorney for the beneficiary?

Yes

No

The email address field in this section will default to the email address used by the representative when they were creating the NIDA account.

This section also seeks confirmation if the representative has been appointed as controller or has power of attorney for the beneficiary. A controller is a person appointed by the High Court to manage the property and financial affairs of an adult who is mentally incapable of doing so themselves. Power of attorney is a legal document that enables an individual to choose another person to deal with their property and affairs.

A free text box is also available here to provide details as to any other reasons why the representative is applying on the beneficiary's behalf. This might include applying as their appointed legal representative. The representative will be required to provide evidence that they have authority to represent the beneficiary (see section 3 of 10 below)

### Point of Note: Additional screen - where the victim is deceased

Due to the dynamic nature of the online application, an additional screen will be presented if you have indicated that you are applying on behalf of someone who is the beneficiary of a victim who passed away on or after 23 December 2004. For example a son applying on behalf of his mother whose deceased husband was the victim of a Troubles-related incident.

Save and Exit

Details of the Deceased

Applying in respect of someone who was severely injured and has since passed away.

\* Beneficiary's Relationship to Deceased

\* Their First Name(s)

\* Their Last Name

Any former name(s) by which they were known (if applicable)

\* Date Of Birth

Day <input style="width: 95%; border: 1px solid #ccc;" type="text" value="Please select an option"/>	Month <input style="width: 95%; border: 1px solid #ccc;" type="text" value="Please select an option"/>	Year <input style="width: 95%; border: 1px solid #ccc;" type="text" value="Please select an option"/>
---------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------

You are asked to confirm the beneficiary's relationship to the deceased (ie, a marriage certificate, civil partnership certificate or (for example) a letter from a solicitor or minister of religion), along with details in respect of the deceased, including their names, date of birth and National Insurance number, if known / appropriate. You are also asked to provide the date this person died. The information you provide will allow the Victims' Payments Board to confirm the deceased's identity and their relationship to beneficiary.

In this instance, where this additional screen is activated, the section number sequence at the top of all subsequent screens will be increased by 1 (so Section 3 of 10 as per below will become Section 4 of 10, and so on).

### Section 3 of 10 – Current Proofs of ID (and ill health)

This part sets out the forms of identification (ID) for the beneficiary that must be provided in support of the application. Where date defined, these documents must be **current** and will enable the Victims' Payments Board to confirm the identity of the beneficiary.

If the application is on behalf of a beneficiary, and the victim is deceased, a copy of the deceased person death certificate will be required.

The Victims' Payments Board will accept copies of birth and death certificates that have been certified by notary public, a solicitor or by the General Register Office of Northern Ireland (GRONI). Other documents used to verify identity can be certified by notary public, a solicitor or by the Court of Judicature of Northern Ireland. Other roles / professions that can certify identify documents are councillors, MLAs, MPs, doctors, dentists, teachers, civil servants and clergy.

It has been agreed, for the purposes of this Scheme, that Welfare Support Officers working for the four organisations listed in [Annex A](#) of these Guidance Notes will also be able to certify identity and supporting documentation.

The certifier should write on the copy document 'Certified to be a true copy of the original seen by me', and should sign and date this, print their name and add their occupation, address and telephone number.

The application **must** be supported by **ALL** of the following attachments:

- Certified copy of beneficiary's birth certificate
- Certified copy of photographic identity of beneficiary (see below)
- Proof of any name change of the victim since the incident / injury occurred (if appropriate)

If it has been previously indicated that the beneficiary is suffering from a terminal illness, documentary evidence of this will need to be uploaded in this section.

Documentary evidence of authority to act on behalf of the beneficiary must also be uploaded in this section – this could include evidence of acting as a Controller, or Power of Attorney or a letter signed by the individual appointing (for example) legal representation.

### Uploading Attachments

Evidence documents that you wish to upload should already have been scanned and saved to your computer / device. To upload these on to the application, you should click on the **Add File** button and select the appropriate document from your device's document list. It is important that your documents are clearly named so that these can be easily identified by the Scheme administration team once uploaded.

[Save and Exit](#)

## Section 3 of 10

i **Current Proofs of ID and Ill Health**

To validate the application, it must be supported by the relevant forms of ID.

Please provide the following documentation	File Information <span style="font-size: 0.8em;">i</span>
A certified copy of the beneficiary's birth certificate	<div style="text-align: right; margin-bottom: 5px;"><a href="#" style="background-color: #0070C0; color: white; padding: 2px 5px; border-radius: 3px;">Add File</a></div> <div style="border: 1px solid #0070C0; padding: 5px; margin-bottom: 5px;"><p style="margin: 0; font-size: 0.9em;">20210413193951721_Birth Certificate.docx</p><div style="display: flex; justify-content: space-between; align-items: center;"><span style="font-size: 0.8em;">👁️ 🗑️</span><span style="background-color: #0070C0; color: white; padding: 2px 5px; border-radius: 3px;">100%</span></div></div>
Certified copy of photographic identity of beneficiary	<div style="text-align: right; margin-bottom: 5px;"><a href="#" style="background-color: #0070C0; color: white; padding: 2px 5px; border-radius: 3px;">Add File</a></div>
Evidence of authority to act on behalf of the beneficiary.	<div style="text-align: right; margin-bottom: 5px;"><a href="#" style="background-color: #0070C0; color: white; padding: 2px 5px; border-radius: 3px;">Add File</a></div>
Proof of the beneficiary's ill health, to support prioritisation of the application.	<div style="text-align: right; margin-bottom: 5px;"><a href="#" style="background-color: #0070C0; color: white; padding: 2px 5px; border-radius: 3px;">Add File</a></div>

## Photographic identify documents

Any of the following documents is acceptable as evidence of photographic ID:-

- A UK, Irish or EEA driving licence (photographic part) (provisional accepted)
- A UK, Irish or EU passport
- An Electoral Identity Card
- A Translink Senior SmartPass
- A Translink 60+ SmartPass
- A Translink War Disabled SmartPass
- A Translink Blind Person's SmartPass

The photograph must be of a sufficient likeness to allow the Victims' Payments Board to confirm identity. It doesn't matter if the identity document has a different address to the address on this application. If you do not have any of these documents, or are resident outside the UK/EEA, please contact the Scheme administration team for further advice on acceptable forms of ID.

## Section 4 of 10 – Presence at a Troubles-related incident

This part of the application seeks the details of at least one Troubles-related incident at which the victim was present, or present in the immediate aftermath, when the injury/injuries were sustained.

We ask for this information as we need to be able to confirm the victim was present at the scene of a Troubles-related incident or in the immediate aftermath. A person's injury/injuries may only be considered to be caused by a Troubles-related incident if suffered by that person when:

- directly present at a Troubles-related incident; or
- present in the immediate aftermath of a Troubles-related incident in which a loved one died or suffered an injury; or
- responding in the course of their employment to an incident in which they reasonably believed a loved one had died or suffered significant injury.

To add the details of an incident, please click on the **+Add Incident** button. You can add as many incidents as you need to in support of the injury / injuries sustained.

**Presence at a Troubles-related incident**

To support this application we must be able to identify at least one Troubles-related incident at which the victim sustained permanent injury/injuries. We need to be able to confirm that the victim was present at, or in the immediate aftermath of, the incident(s).

[+ Add Incident](#)

Location	Date	Supporting Documents	
High Street, Any Town	10/06/1972	✓	<a href="#">+ Add Supporting Documents</a> <a href="#">Edit</a> <a href="#">Remove</a>

[< Back](#) [Save and Continue >](#)

You are asked to provide details of the date and location of the incident to help confirm the incident occurred. If the exact date of the incident is unknown, please provide as much detail as you can e.g. the approximate date, month and year. This may help us if we need to ask the police or other authorities to verify the incident.

A brief description of what happened is also required to help confirm the victim's presence at the scene or in the immediate aftermath. The victim's address at the time of the incident is also requested as this may help us to confirm details.

You are asked to provide details of any reporting of the incident to the police. Please note, it is not a requirement to have reported the incident to police in order that your application to the Scheme can be progressed. The information provided here might include (if known):-

- Details of the Police Station the matter was reported to.
- Date and time reported.
- Confirmation whether a police statement was made.
- Name of officer / number to whom statement or report of incidence was made
- Police occurrence number.

We ask for this as it may help us confirm the incident occurred and the victim's presence at the scene, or in the immediate aftermath. It is not a legislative requirement of the Scheme to have reported an incident to police.

Please also provide details here of the victim's attendance at any hospital, GP, private clinic or consultant following the incident. Any information provided here may help confirm presence at the incident from medical notes or records of attendance recorded following the incident. This should include details of attendance and approximate timing of attendance i.e. immediately following, that evening, next day, following week, etc.

Decisions by the Victims' Payments Board will be made on the balance of probabilities i.e. more likely than not to have happened. It is the responsibility of the beneficiary / representative to provide sufficient information to support an award under this Scheme.

### Types of supporting information

The victim / beneficiary may have kept details of the incident in which the injury/injuries were sustained and which will help confirm presence at the incident and/or the level of permanent injury/injuries incurred. This might include copies of information that have been retained and used for the purposes of applying for other compensation and support schemes, for example Criminal Injuries compensation or support from the Victims and Survivors organisations. This could include:

- Police reports or witness statements,
- Media / newspaper clippings,
- Previous compensation awards,
- Court awards / settlements,
- Evidence submitted in support of benefit claims,

- employment records,
- Medical records related to the injury/injuries – this may include (for example):-
  - consultation reports from consultants
  - surgical / discharge notes in relation to exact procedures carried out following trauma
  - clinic follow-up notes in relation to recovery from injury
  - evidence pertaining to injury permanence
- GP, consultant or hospital notes or referral letters.

All of the above could hold information that could be used to evidence the victim's presence at a Troubles-related incident, or in the immediate aftermath of an incident. The above list is not definitive and you should include any other relevant documentation that you hold that might be helpful. You should note the guidance on page 5 regarding [File Upload Limits](#).

If you have additional information, that comes to hand after you submit your application, and you feel that this would be useful in support of your application, you can still forward this to the Scheme administration team for inclusion with your case papers. You should forward to PO Box 2305, Belfast BT1 9AX, or email us at [vpb@justice-ni.gov.uk](mailto:vpb@justice-ni.gov.uk). Please ensure you provide your VPB reference number so that the papers can be associated to your case.

An application can still be submitted without any supporting documentation. The Scheme administration team will endeavour to obtain relevant information from the appropriate authorities. Requests for supporting information may be issued to authorities such as:-

- Police Service of Northern Ireland
- Organisations providing Health Services, including GPs
- Public Records Office NI
- Victims and Survivors Service (VSS)
- Compensation Services
- Ministry of Defence
- Department for Communities
- The National Archives

By signing the declaration within this application you are indicating that you understand that the Victims' Payments Board, in processing this application, may request information from other organisations in line with Article 6(1)(e) of UK GDPR.

## **Section 5 of 10 – Permanent injuries sustained**

This part of the application seeks details of the permanent injury / injuries that the victim sustained as a result of a Troubles-related incident(s). Please provide as much detail as you can to support the application; this may help in assessing the degree of disablement in reference to the written information only.

**Permanent Injuries Sustained**

What permanent injuries did the victim sustain as a direct result of the Troubles-related incident(s). Please provide detail of physical and/or psychological trauma/distress.

+ Add Injury

Type	Injury	Supporting Documents	
Physical	Loss of index finger on right hand	✓	<span style="background-color: #0070C0; color: white; padding: 2px 5px; border-radius: 3px;">+ Add Supporting Documents</span> <span style="background-color: #4CAF50; color: white; padding: 2px 5px; border-radius: 3px; margin-left: 5px;">Edit</span> <span style="background-color: #F44336; color: white; padding: 2px 5px; border-radius: 3px; margin-left: 5px;">Remove</span>
Physical	Deafness in right ear	✓	<span style="background-color: #0070C0; color: white; padding: 2px 5px; border-radius: 3px;">+ Add Supporting Documents</span> <span style="background-color: #4CAF50; color: white; padding: 2px 5px; border-radius: 3px; margin-left: 5px;">Edit</span> <span style="background-color: #F44336; color: white; padding: 2px 5px; border-radius: 3px; margin-left: 5px;">Remove</span>

< Back
Save and Continue >

To add the details of an injury, please click on the +Add Injury button. In repeating this process you can add the details of a number of injuries if you feel it is appropriate to do so.

We ask that you provide specific details of:-

- the injuries caused by the incident(s) noted earlier in the application;
- any diagnosis received in respect of the injuries as well as details of any ongoing treatment being received (if appropriate);
- symptoms arising from the injuries, how these might have improved or deteriorated over time and how they impacted on the victim's day to day life.

Please note, where there is not enough supporting information, a face-to-face assessment may be required with a health care professional. If a face-to-face assessment is declined this may impact decisions on your application by the Victims' Payments Board.

If you have already attached medical documents when providing details of the incident, please refer to this here – you do not need to attach this documentation a second time.

For applications in respect of physical injuries which also resulted in psychological injuries please provide details of both to allow for a full assessment to be made.

This information will help to assess the degree of permanent disablement.

## Section 6 of 10 – Other potential sources of supporting documentation

In this part of the application, the details are sought of any further information sources which may also hold supporting documentation to help confirm eligibility for the Scheme.



**Other Potential Sources Of Supporting Documentation**

The following sources may also hold supporting documentation, which might help with this application.

Please provide the following information, in relation to the victim:

GP Name

GP Practice

GP Address  
 Select

GP Telephone (if you know it)

Please provide names and contact details of key clinicians who supported the victim through the injury attributable to the Troubles-related incident.

+ Add Key Clinician

By signing the declaration at the end of the application, you are indicating that you understand that the Victims' Payments Board may request information in line with Article 6(1)(e) of UK GDPR from the appropriate sources on your behalf. You can provide the details in this section, or include them at Section 9: Any Other Relevant Information.

This may include:

- The names and contact details of the key clinicians who supported the victim through the injury attributable to the Troubles-related incident. This could include professionals such as therapists, consultants, counsellors, prosthetists and anyone else providing care in any other setting. This is to ensure the Scheme can seek the best possible medical evidence if required, in support of this application.
- The Victims and Survivors Service (if the victim is registered with them) may hold details of your injuries, referral details for support and services or details of the incident in which the injury/injuries were sustained.
- Details of current GP or private health care provider who may hold details of the injuries and help us to assess the level of disablement.
- Details of previous or current employer(s) who may hold details of the injuries within their HR records (for example details of work place adjustment as a result of injuries sustained), or have provided support to you in relation to the injury / injuries, such as a work-based pension, a public sector injury award, war pension, or an injury on duty award.
- Any community or voluntary organisation or support group that may hold details in respect of your injury/injuries, the incident in which the injury/injuries were sustained or details of support provided such as psychological therapies or physiotherapy.

Other sources may include any previous or current claims for disability benefits such as Employment and Support Allowance (ESA) or Industrial Injuries Disablement Benefit, or court awards / compensation claims. These sources may hold helpful information if benefit / compensation is being received, or has been received, for the injury/injuries to which this application relates.

In all the above, please provide details of any organisational case reference numbers, if you know them.

## Section 7 of 10 – Any other prior and / or ongoing payments

In this part of the application, you are asked to provide details of any prior or ongoing payments that have been made in respect of the injuries applied for in this application.

To add the details of a payment, please click on the **+Add Payment** button. In repeating this process you can add the details of a number of payments as appropriate.

**Any Other Prior and/or Ongoing Payments**

Please provide information about any other prior or ongoing payments that have been made to the victim (or beneficiary, if applicable), in respect of the permanent injury/injuries applied for within this application. A list of relevant payments required is noted within the guidance notes.

**+ Add Payment**

Type	Details	
Ongoing Payment	Disability Pension from Social Security - £XX per month	<b>Edit</b> <b>Remove</b>

**< Back** **Save and Continue >**

Prior and ongoing payments you must tell us about include:

- Any previous compensation received for your injury, for example, criminal injury compensation, civil claims or court awards.
- Any current or outstanding claims for compensation, civil claims or court awards.
- Any payments which you are currently receiving from the Victims and Survivors Service (VSS), for example, self-directed payments.
- Any ongoing payment in respect of the same injury, such as a work based pension related to the injury e.g. public sector injury award, war pension, injured on duty award, or industrial injuries disablement benefit.
- A list of all relevant ongoing payments you need to tell us about is noted below:
  - Any Social Security Disablement Pension i.e. industrial injuries disablement benefit in respect of the same injury.

- Any retired pay, pension, allowance or other continuing benefit awarded under the Naval, Military and Air Forces Etc. (Disablement and Death) Service Pensions i.e. War Pension in respect of the same injury.
- Any payment received through the Armed Forces or Reserve Forces Compensation Scheme in respect of the same injury.
- Any pension, award or allowance or other continuing benefit awarded under the Police Service of Northern Ireland or Police Service of Northern Ireland Reserve in respect of the same injury
- An ill health or disablement pension under a Firefighters' Pension Scheme in respect of the same injury.
- Any pension, allowance, gratuity or other payment awarded under a Civil Service Compensation Scheme or Civil Service Injury Benefit Scheme in respect of the same injury.
- Any payment under a National Health Service Injury Benefit in respect of the same injury.
- Any benefit equivalent to those above including benefits awarded under the legislation of another country or dependent territory in respect of the same injury.

We ask this because if the application is eligible for the Scheme, the Victims' Payments Board may need to reduce the level of payment in respect of historical compensation paid for the same injury over certain thresholds, or if there are any ongoing payments for the same injury.

Within the free-text box you can also provide details of any factors the Victims' Payments Board should consider when deciding if any previous compensation awards should affect any payments under this Scheme. This could include factors such as how the compensation previously received has been used, for example, to clear a house mortgage or other debt, any financial hardship and when this compensation payment ran out.

We appreciate that some of this may have occurred some time ago; please endeavour to complete the relevant sections to the best of your recollection.

Please note: Payments made through the Scheme will not affect any entitlement to income-related benefits, i.e. it will not be treated as income for the purposes of means-testing for benefits such as Employment Support Allowance, Housing Benefit and Universal Credit. It will also not affect tax.

## **Section 8 of 10 - Nomination for transfer of entitlement on death**

In this section of the application, you are asked to provide details of a nominee (this could be a spouse, civil partner, cohabiting partner or carer) to whom the victim would wish any payments awarded under this Scheme to be transferred upon their death.

We are asking for this information in the unfortunate event of the victim's death either prior to a decision being made by the Victims' Payments Board, or after a decision has been

made and monthly payments have commenced. Should this unfortunately arise, this will make decisions on the transfer of payments much quicker to process.

**i** Nomination for transfer of entitlement on death

On the death of a person who may be entitled to the victim's payments, the beneficiary can nominate a spouse, civil partner, co-habiting partner or carer to receive continuing payments for a period of 10 years. To nominate the person you wish to transfer payments to (if entitled), please provide the following details.

Nominee First Name(s)

Nominee Last Name

Nominee's Relationship to the beneficiary (this can be a spouse, civil partner, co-habiting partner or carer)

Please select an option

Address

Select

**i** If a nominee has been provided above, please attach a copy of any supporting documentation to evidence the relationship of the nominee to the beneficiary. If a carer has been nominated, evidence of regular and substantial care must be provided.

Please upload supporting documentation to evidence their relationship to the beneficiary.

Add Files

Accepted extensions: .jpg, .jpeg, .png, .pdf, .doc, .gif, .docx, .ppt, .pptx, .pps, .ppsx, .odt, .xls, .xlsx, .txt, .csv

< Back

Save and Continue >

If the details of a nominee are provided with this application, we ask that you provide supporting documentation to evidence their relationship to the victim. You can do this by clicking on the **Add Files** button.

If the victim's spouse, civil partner or co-habiting partner is nominated, evidence of their relationship could include:

- A marriage certificate, or
- Confirmation that they have lived in the same household for a sustained period.

If the victim has nominated their carer, supporting information of the regular and substantial care provided will be required. This could include:

- A carers allowance award letter.
- Confirmation that they would have been entitled to carers allowance but for the fact their earnings exceeded the limit to be entitled to carer's allowance.
- Other information which may help the Victims' Payments Board confirm the regular and substantial care provided\*

\* The Victims' Payments Board will have discretion to consider applications to nominate a carer where it is considered equitable, in all circumstances, to treat the person as having regularly and substantially engaged in caring for the victim. A person cannot be treated as regularly and substantially engaged in caring for a victim if that person derived earned income from those caring responsibilities.

Please note that changes can be made to the nominee provided on the application should there be a change of circumstances or preference in the future. This should be done in a

written submission, signed by the victim or their appointed representative, and submitted to the Scheme administration team.

### Point of Note: Nomination for transfer of entitlement on death

This screen will not be displayed in circumstances where the application relates to the beneficiary of a victim who is deceased. This is because the named beneficiary for the application is regarded as the nominee and Regulation 9(2) states that only one person can be the nominee for the purposes of transfer of entitlement on death. There is no provision to transfer payments on to subsequent nominees.

## Section 9 of 10 - Any other relevant information

In this part of the application, you can provide any details of any other information in support the application. For example, details of further information sources where additional medical evidence might be obtained or, if the victim has a criminal record you can provide details of any mitigating circumstances for consideration by the Victims' Payment Board. The Secretary of State for Northern Ireland issued guidance regarding serious convictions and exceptional circumstances on 14 August 2020. Details can be found on the following website:

<https://www.gov.uk/government/publications/secretary-of-state-issues-victims-payments-guidance>

To add the details of supporting information, click on the **+Add Supporting Information** button. In repeating this process you can add the details of a number of documents as you consider appropriate.

**i Any Other Relevant Information**

Please provide any further information which has not been covered to support the application.

Add a brief description of information that might further support your claim

I attach a letter from MP in support of my application

2946 Characters Available

**+ Add Supporting Information**

Description	
Letter from MP	<b>Edit</b> <b>Remove</b>

**< Back** **Save and Continue >**

## SECTION 10 of 10 – Declaration

You must carefully read this section of the application form before confirming that you have read and understood that the information you have provided is true and may be shared with others. By ticking the declaration within the application you are indicating that you understand that, in order to confirm the details provided on the application and to enable a full assessment to be undertaken, the Victims' Payments Board, or agents acting on behalf of the Board, may request information in line with Article 6(1)(e) of UK GDPR:

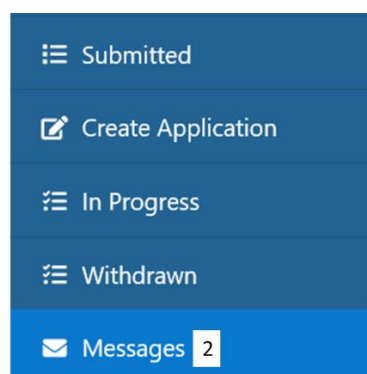
- From any medical practitioner attended by the applicant, medical records, notes and reports, which are relevant to this application (This may include GP and Counselling Notes and records, if required).
- From the police all relevant information, including copies of the applicant's criminal record (if any) and any statements made in connection with this application
- From any other source, any information which is relevant to this application.

Once you have read and ticked the confirm box you can then click the **Submit** button and the application will immediately be sent to the appropriate queue of work within the Administration side of the system. You will receive a screen message and automated email, each providing details of your application case reference number, which you should retain for future use. Please use this reference number in any correspondence with the Victims' Payments Board in regard to your application.

Once submitted, you will still be able to view your application but will not be able to update it directly. Any further updates to the application will need to be notified in writing to the Scheme administration team – this might include (for example) if you change your address.

## System Messaging

From time to time, the Scheme administration team may send you messages using the secure messaging tool on the portal. This might happen if additional information is required. If a message is sent this way, you will receive an email advising you to log on to your account to view and respond to the message.



You can view and respond to a message by clicking on the **Messages** option on the left-hand side menu bar. Once you click 'reply to message' you will be able to upload and submit further documentation.

Message Response

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**Original message from:**  
VPB

**Message:**  
Additional information required - photo id document

\* Please provide response to the message above

[Add Files](#)  
Please select a file to upload

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[Close](#) [Send](#)

If you have any queries in relation to completion of this application you can contact the Scheme administration team by emailing [vpb@justice-ni.gov.uk](mailto:vpb@justice-ni.gov.uk).



## WAVE Trauma Centre

WAVE Trauma Centre is a regional NGO that works from five centres across Northern Ireland providing a holistic range of therapeutic, welfare and support services to anyone bereaved or injured as a result of the Troubles regardless of religious, cultural or political beliefs. WAVE has a team of specialist welfare officers for the Troubles Permanent Disabled Payment Scheme making applications for individuals and supporting them through the process.

WAVE works across N. Ireland, Ireland, GB and with clients living in other areas of the world who have been affected by the NI Troubles/ Conflict. All services delivered by WAVE are trauma informed. WAVE is an accredited service provider with the British Association of Counselling and Psychotherapy (BACP)

To access assistance with the Troubles Permanent Disabled Payment Scheme or to find out more about the range of services that are available please contact:

	Address	Telephone Number	Email Address	Website/ Social Media
<b>WAVE</b>	Belfast Office:	028 90779922	<a href="mailto:adminhq@wavetrauma.org">adminhq@wavetrauma.org</a>	Website: <a href="http://www.wavetraumacentre.org.uk">www.wavetraumacentre.org.uk</a>
	Armagh Office:	028 37511599	<a href="mailto:adminarmagh@wavetrauma.org">adminarmagh@wavetrauma.org</a>	
	Ballymoney Office:	028 27669900	<a href="mailto:adminballymoney@wavetrauma.org">adminballymoney@wavetrauma.org</a>	
	Derry/ Londonderry Office:	028 7126 6655	<a href="mailto:adminderry@wavetrauma.org">adminderry@wavetrauma.org</a>	Facebook: <a href="https://www.facebook.com/WaveTraumaCentre/">https://www.facebook.com/WaveTraumaCentre/</a>
	Omagh Office:	028 8225 2522	<a href="mailto:adminomagh@wavetrauma.org">adminomagh@wavetrauma.org</a>	

## Relatives for Justice (RFJ)

Relatives for Justice is a non-governmental organisation supporting persons bereaved and/or injured as a result of conflict. Providing support across the region and with offices in Belfast, Dungannon and Mid-Ulster, Relatives for Justice (RFJ) is a non-sectarian, non-judgmental organisation operating with core values of confidentiality, inclusion and equality. Offering a holistic wrap around service RFJ provides support programmes, advice, advocacy and fully accredited therapeutic services all designed to professionally support families and individuals with the impact of trauma.

	Address	Telephone Number	Email Address	Website/ Social Media
RFJ	Ardoyne Office: 2-4 Brompton Park Belfast BT14 7LD	028 90716122	<a href="mailto:injuredscheme@relativesforjustice.com">injuredscheme@relativesforjustice.com</a>	<a href="http://www.relativesforjustice.com">www.relativesforjustice.com</a>

## The Ely Centre

The Ely Centre, a Charity established in the aftermath of 1987 Enniskillen Remembrance Day Bomb, provides multi-disciplinary support services for civilians, security force & HM Forces personnel and their families, who have experienced bereavement and injury as a result of the “Troubles” through the provision of evidenced based treatment and support services that address issues of declining physical and psychological health, social and financial difficulties which have arisen as a result of the “Troubles”

The Ely Centre currently provide support in the following areas.

- Fermanagh and Omagh District Council Area
- Armagh, Banbridge & Craigavon Council Area
- Newry and Mourne Council Area
- Mid Ulster Council Area
- Co Monaghan

	Address	Telephone Number	Email Address	Website/ Social Media
ELY	Enniskillen Office: 52-60 Forthill Street BT74 6AJ	028 66320977	<a href="mailto:enquiriesvps@elycentre.co.uk">enquiriesvps@elycentre.co.uk</a>	<a href="http://www.elycentre.com">www.elycentre.com</a>
	7 Fairgreen Road Markethill Co Armagh BT60 1PW	028 37552447		

## South East Fermanagh Foundation (SEFF)

South East Fermanagh Foundation (SEFF) provides support to innocent victims and survivors of terrorism and other 'Troubles related' criminal violence. We have offices located in Lisnaskea, County Fermanagh, south Armagh, Rathfriland, County Down, Lisburn, County Antrim and we are the sole Northern Ireland formed group to have a base in Great Britain (London) from which we direct outreach support to GB-based victims and survivors. We are open for referrals irrespective of geography, and where we can work collaboratively with other organisations we do, in best meeting the needs of individual victims/survivors.

SEFF provides a holistic service for victims/survivors providing services spanning, health and wellbeing, advocacy, befriending, youth/transgenerational and wider practical support services including social support interventions. We strive to facilitate and support an individual's transition from victim to survivor as part of a process of healing.

	Address	Telephone Number	Email Address	Website/ Social Media
SEFF	Main office: Unit 1 Manderwood Park 1 Nutfield Road Lisnaskea Co Fermanagh BT92 0FP	028 67723884	<a href="mailto:welfare@seff.org.uk">welfare@seff.org.uk</a>	Website: <a href="http://www.seff.org.uk">www.seff.org.uk</a>
	South Down Gateway Service: 16A Downpatrick Street Rathfriland Newry Co Down BT34 5DG			Twitter: @SEFFLisnaskea
	East Region Gateway Service: 19/21 Graham Gardens Lisburn Co Antrim BT28 1XJ			Facebook: SEFF Victims and Survivors and SEFF Lisnaskea (Community)

<b>SEFF</b> <b>GB</b>	LIVES Project LG16 Lower Ground 25 Finsbury Circus London EC2M 7EE			
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## Ashton

Bridge of Hope is a project within Ashton's Health & Wellbeing Department engaging with over 30,000 people since 2001.

They deliver services from three wellbeing centres working from North Belfast – McSweeney Centre close to Carlisle Circus, Alliance Avenue, and Churchill Street.

Their mission is "To empower and promote positive change for victims and survivors through the delivery of quality health and wellbeing services". Support includes –

- Complementary Therapies;
- Life Coaching;
- Counselling and Psychological Services;
- Accredited VTCT Training;
- Personal Development courses in stress management,
- Resilience, and mindfulness
- Health and Wellbeing Caseworkers
- Troubles Permanent Disablement Pension Scheme application support

Ashton's services are person-centred and based on the theory that no single approach will suit everyone. All services are designed to help manage and reduce stress whilst encouraging the development of positive, healthy, and resilient lives.

	Address	Telephone Number	Email Address	Website/ Social Media
Ashton	Ashton Centre 5 Churchill Street Belfast BT15 2BP	028 90742255	<a href="mailto:bohension@ashtoncentre.com">bohension@ashtoncentre.com</a>	<a href="https://www.ashtoncentre.com">https://www.ashtoncentre.com</a>