



POLICE FEDERATION

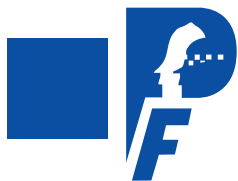
NEWS

PF
Claimline

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www.polfed.org

PF News – a regular update on Federation matters



CLAIMLINE

exclusively for you and your family

Police Federation launch injury claimline

A 24-hour national injury helpline for all rank and file officers and their immediate family has been launched by the Police Federation of England and Wales. PF Claimline is available free to members who are injured on and off duty and expert advice will be available round the clock from some of the best solicitors in the country. A team of solicitors will be on hand to discuss all potential claims including; traffic accidents, injuries from defective equipment, occupational deafness, fatal accident claims, dog bites, training injuries and workplace accidents.

The specialist solicitors will examine each case and officers will be told the outcome within 24 hours of calling the Claimline.

PF Claimline has already helped hundreds of officers following pilots in seven regional forces from September 2003. Over 2,500 calls were made by officers during the 18-month pilot schemes with half of them resulting in full compensation claims where officers can expect to

receive payments for the injuries they suffered.

Brian Fenlon, Treasurer for the Police Federation, said: 'PF Claimline is manned 24 hours a day, 365 days a year, so a police officer can call for help at any time.

'Calls will go to a central contact centre and then feed to expert solicitors in the same region as the officer. Claims will be verified quickly and the legal cases will be run by solicitors who understand the unique issues that police officers face.'

He added that the Federation contracted leading personal injury solicitors who have been representing police officers for over 50 years, so they have excellent knowledge of officers' specific needs.

'Officers are being sent a Police Federation membership card, which features the PF Claimline number, and they should carry the card at all times, whether on or off duty, so they can access the Federation's legal team day or night,' said Mr Fenlon.

How it works?

- When a call is made, officers are automatically connected to an operator at the solicitors Manchester contact centre. Staff are trained to take down details of the claim.
- The claim is then passed electronically to the officer's local federation and rank committee who will verify the claim.
- The case is then allocated to a solicitor for action and an acknowledgement is sent to the officer within 24 hours of the initial call being made.

Satisfaction survey

A recent satisfaction survey showed that a 100 per cent of officers using PF Claimline found the service satisfactory or better. Eighty per cent said the helpline was very satisfactory.

Posters containing the number have been put up in police stations to raise awareness of the service. All officers should now have received a Police Federation membership card with the Claimline number printed on it.

Benefits will be extended to officers' families

Federation family members injured in separate incidents will now be able to benefit from the new PF Claimline. In these cases family members will be entitled to exactly the same service and financial assistance given by the Federation to its own members

Brian Fenlon, Treasurer for the Federation, said: 'This is an exciting development and means we can open up the same expertise to family members rather than them searching for a 'no win, no fee' high street solicitors without the same level of experience.'

HELPING HAND

Case study one:

A 25-year-old police officer recently received £3000 after she suffered whiplash injuries while responding to an emergency call.

The officer, who was the passenger in a police vehicle, sustained whiplash and bruising to her leg when the driver lost control of the car as they tried to avoid another travelling the opposite direction. As the driver of the vehicle was never found no claim could be made against his or her insurer.

A case was made against the insurer of her police force for the officer's injuries and the claim settled for £3000 shortly after proceedings began.

The officer made her claim after contacting the Police Federation legal team. She said: 'I was not sure whether I would be entitled to make a claim, but

the Police Federation backed my case and once I had explained my situation to the solicitor things were relatively straightforward.'

Case study two:

A traffic officer suffered severe and life-changing injuries as his police car spun out of control responding to a call for assistance.

The officer lost control of his vehicle as it hit a flooded section of a major road travelling in excess of 100 mph.

The injuries he suffered were so serious he was no longer able to do the job he loved.

He approached his local federation's legal team who made a claim against the Department of Transport. A specialist lawyer assigned to his case argued that the Highway Authority was at fault for failing

to maintain the drainage system, causing the road to flood in what was to become a long and complicated case.

In the end he received a £1.35 million payout as compensation for his injuries. He will now be able to buy the specialist equipment and care that he needs as well as cover his lost income.

He says the Federation's legal team warned him at the outset that it would be a difficult and lengthy case.

He said: 'When you are recovering from life-threatening injuries you really do not need to put yourself through any more stress.

'But the Police Federation effectively took all that away from me, backing the claim financially and providing me with a trustworthy and reliable legal team.'

The Claimline number is

0800 9171 999

www.pfclaimline.co.uk