

IBCA Operations

Operations is IBCA's largest team. Together, they are responsible for delivering support and paying compensation to people making a claim.

Operations is structured to focus on efficient service delivery while putting the person claiming at the heart of everything we do.

Our Operations team is split into three areas:

I. Service delivery - This function provides the services, resources, and processes for handling claims and supporting people claiming compensation.



Function	Role in Claims service
Claim Managers	Support eligible people to receive compensation through the Infect Blood Compensation Scheme. Build trusting relationships with people making a claim, guiding them through the claim journey ensuring their claim is handled with fairness, efficiency and care. Claim managers also develop, test and shape guidance and the service in IBCA's design phase.
Claimant Resolution Managers (CRM)	Provide support to the infected blood community through advice, guidance and information via the IBCA enquiry helpline, mailbox and written correspondence.

II. Service Excellence and Enablement - This function supports and improves the delivery side of operations, ensuring a high-quality, efficient, and capable service for people claiming compensation.

Function	Role in Claims service
People Excellence	Ensures IBCA staff have the necessary skills and training to meet the needs of the infected blood community. This involves learning and development, knowledge management, and support for identifying vulnerability and safeguarding concerns.
Service Excellence	Manages the workforce balance between supply and demand. Key capabilities include operational resource requirements, performance monitoring, analysis and planning.

III. Service Integrity and Improvement - This function safeguards the organisation's operations against risks like fraud and error, while ensuring compliance and upholding high standards of quality. Service Integrity and Improvement proactively lead strategic initiatives, through learning from experiences of people claiming, to foster a culture of continuous improvement across all areas of IBCA.

Function	Role in Claims Service
Quality, Complaint Resolutions and Operational Improvement	Provides the models and insights to ensure IBCA delivers high quality outcomes for people claiming and identifies improvement opportunities. This includes quality assurance, continuous improvement, complaints insight, and process optimisation.
Enhanced Review Team including Financial Assessors	Includes fraud prevention, risk analysis and management and compliance. The team are also responsible for managing IBCA's identification and payment processes to make sure the right amount of compensation is paid to the right person.
Safeguarding	Protecting vulnerable individuals, including those with poor mental health, by receiving and assessing concerns, then coordinating appropriate, person-led support and external referrals. The team also have strategic influence to improve the safeguarding culture and training across IBCA.