Infected Blood
Compensation Authority

Annual report and accounts 2025 to 2026

Period ending 31 March 2026

HC 596

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Contents

Foreword from the Chair

Everything the Infected Blood Compensation Authority (IBCA) does is focused on our overarching strategic mission: to pay compensation to those eligible as quickly, fairly and compassionately as possible. Thousands of people endured enormous harm because of the infected blood scandal. Any delay in receiving what they are due prolongs that suffering. This report explains the significant progress we have made this year, while acknowledging how much remains to be done.

Progress in bringing more claims into the service

After making our first payment to a living infected person in December 2024, we have continued expanding and refining how we deliver compensation. Within a year of that first payment, we had made awards to nearly all living infected people registered with a support scheme. By the end of December 2025, we had begun bringing in claims from all other eligible groups. By the end of March 2026, we had paid compensation to 3,153 people across those groups, with total awards exceeding £2 billion.

I recognise that no compensation payment system will ever feel fast enough given the history of this scandal, and we understand that frustration deeply. However, I am confident that our approach will deliver awards more quickly than any other practicable solution.

Progress in learning from the community

Acknowledging the harm done by this scandal needs to go hand-in-hand with the compensation itself.

Harm was caused not only by infected blood and blood products, but by the abject failure of the state over decades to be honest with and learn from patients and their families. It is vital for IBCA to be a transparent and listening organisation to rebuild this trust.

From the outset, we have worked to ensure the community is at the centre of how we deliver our service. Our engagement has included regular updates, face-to-face drop-in sessions across the UK, surveys and user research. We have gained invaluable insight from our user consultants and from the Community Advisory Panel, established during this reporting year, which brings together people with direct lived experience.

IBCA is profoundly grateful to everyone who has contributed in these ways. We must never forget the dreadful experiences so many have had to live with, nor the personal cost to them of helping us improve our service while still waiting to start their own claims.

Progress in defining the potential number of claims

Planning service delivery and offering realistic waiting-time estimates is difficult without statistically reliable data on the likely total number of claims. The National Audit Office recognised this when qualifying this aspect of our accounts last year. The registration service opened this year and has given us a better understanding of the numbers involved. IBCA is also commissioning research that should reduce these uncertainties further.

Progress in developing IBCA's governance and leadership

We have been fully engaged in developing our governance structures to ensure transparency and accountability as we transition into a fully functioning, operationally independent arm's length body. The Board has met either formally or in workshops at least once a month, and has started holding Board meetings in public. We have also established the Quality, Finance and Performance Committee, which will provide evidence-based scrutiny of our service delivery to ensure strategic objectives are met. We have introduced the Community Advisory Panel and are working to establish two further advisory committees: the Ethics Advisory Panel, which will offer independent guidance on complex ethical decisions, and the Clinical Panel, which will provide expert clinical insights to strengthen Board decision-making.

In line with our commitment to transparency, we have welcomed support and scrutiny from a range of sources this year, including: the Minister for the Cabinet Office and the sponsorship team, the review conducted by Lt Gen Sir Tyrone Urch and Hazel Hobbs, the National Audit Office, the Public Accounts Committee, and the Public Administration and Constitutional Affairs Committee.

I would like to record my deep appreciation for the support the IBCA Board and I have had from all executive and non-executive colleagues. I also record my own intention to stand down at the expiry of my extended interim appointment in November 2026.

Anticipated progress next year

While I am proud of the progress IBCA has made this year, we have always acknowledged the understandable frustration that we are not going faster. However, the Board is confident that the approach being taken to developing the service is the best way of making payments to all types of claims as quickly as possible. By the end of the coming financial year 2026 to 2027, we expect to have asked everyone with an infected claim, who was registered with IBCA by 7 July 2026, to start their claim. This applies both to people with living infected and deceased infected claims. We expect to have a clearer understanding of the overall number of potential claims and of expected waiting times. We will also begin designing processes for the fourth set of regulations and taking over responsibility for the Infected Blood Support Schemes.

The contribution of IBCA's staff

I am consistently struck by the deep commitment of IBCA's staff, who genuinely share and live IBCA's values. Their extraordinary efforts and dedication to putting victims at the forefront of everything they do make them a truly remarkable group of public servants. This dedication is clearly shown in our strong staff survey results and the positive feedback from people making claims. It is a great privilege to present what will be my final annual report on their behalf.

Sir Robert Francis KC

Interim Chair

Foreword from the Chief Executive

This second annual report for IBCA covers a year of significant growth and change. Last year, I wrote about the urgent need for transparency and kindness. This year, those principles have been tested by the reality of delivering compensation at a scale rarely seen in the public sector.

The infected blood scandal remains a dark chapter in our history. For those infected and affected, the toll continues to be felt every day. How long the community has waited for recognition drives everything we do. We have made progress, but we know that, for many, justice cannot come fast enough. We must keep moving as quickly as we can in recognition of the years you were denied the support you are due.

Putting lived experience at the heart of delivery

In our first year, we committed to putting the community at the heart of our service. That commitment has moved from a design principle into day-to-day delivery. Through ongoing engagement and the careful design of our systems, we have worked hard to make IBCA an organisation that listens. The more than 3,000 people who have received compensation have given us valuable feedback to help us build a service for everyone, and I am grateful to our claim managers for making that experience such a supportive one.

It is encouraging to see the Community Advisory Panel making the community's voice heard at the heart of the organisation, and you can read more about them later in this report. Our user consultants also continue to work with us every day to keep lived experience central to all we do.

We recognise that years of injustice have left lasting distrust. That is why we treat every interaction with the respect, dignity and compassion that was too often absent in the past. Your experiences have shaped our claim service.

A year of progress

Last year, we had just started issuing offers and making payments. This year, the figures show further progress:

- every living registered infected person has now been asked to start their claim
- over 3,000 people have been paid, a significant increase on last year
- we have paid over £2 billion in compensation, an acknowledgment of the wrongs committed, even though no sum of money can undo the harm caused

We started each new group of claims with small numbers to make sure the service was robust, and have now opened our services to people from four separate groups. We are committed to ensuring no one is left behind. We will continue regularly publishing our latest statistics so you can see the progress we are making.

Continuing to progress

As with the living registered infected group last year, we are increasing the number of claims in each of the new groups. At the time of writing (30 July 2026), we have asked 5,578 people to start their claims. This includes 889 claims in the living infected never compensated group, 715 in the deceased infected group and 348 in the affected group.

To see IBCA's most recent registration and compensation progress update visit **ibca.org.uk/statistics**

I expect that by the end of the 2026 to 2027 financial year, we will have invited all infected cases registered with IBCA by 7 July 2026 to start their claim, for both living and deceased claims. I expect we will also have asked more of the affected group to start.

Navigating external influence

The rules governing the compensation scheme have continued to change. New regulations have required us to work out how to keep paying compensation quickly while adapting to a shifting legal framework, with the fourth set of regulations coming into law on 24 July 2026.[1] These complexities are challenging for our staff and our auditors, but our focus has not changed: we will adapt as needed so that the infected blood community does not have to wait any longer than necessary to receive your compensation.

Thank you

As Sir Robert Francis' appointment as Interim Chair draws to a close on 22 November 2026, I would like to take the opportunity to express how grateful I am to him for his steadfast commitment and expert leadership which have been central to IBCA's progress and culture.

1 Infected Blood Compensation Authority (2026): Government response to consultation on changes to the Infected Blood Compensation Scheme. Available at: **www.gov.uk/government/consultations/consultation-proposed-changes-to-the-infected-blood-compensation-scheme/outcome/government-response-to-consultation-on-changes-to-the-infected-blood-compensation-scheme**

Our commitment to the community we support

My message to the community is the same as it was when Sir Robert Francis and I founded IBCA: our job is not done until every eligible person has been paid.

We will keep working tirelessly to deliver compensation to each of you who is due it. We carry the weight of your experiences with us every day and are grateful to everyone who's helping us and giving feedback on our work.

We're personally committed to ensuring the recognition you've fought for is delivered with the urgency it demands.

David Foley
Chief Executive Officer

Who we are and what we do

The Infected Blood Compensation Authority (IBCA) is an arm's length body, independent of the government and sponsored by the Cabinet Office. IBCA was established to provide fair and efficient compensation to people impacted by the infected blood scandal.

We pay compensation to those directly and indirectly infected, as well as those affected, by the transmission of HIV, Hepatitis B and Hepatitis C through contaminated blood, blood products or tissue to patients from 1952 onwards.[2]

We recognise that the pain and suffering caused by the infected blood scandal continues and, while the payment of compensation cannot end it, it is one way of acknowledging the terrible wrongs that have been done. We know that years of injustice have left many in the community distrustful and often angry with state institutions. That's why, in everything we do, it is essential we treat everyone with respect, dignity and compassion.

Our vision

Recognise and compensate every eligible person impacted by infected blood and blood products with great care and respect.

Our mission

We make it easy for people who are eligible to get the compensation and support they are entitled to. We do it with kindness and transparency.

Our purpose

Deliver compensation as quickly as possible, with integrity and care.

2 Infected Blood Compensation Authority: Compensation for someone who is infected: Hepatitis B or C. Available at: **https://ibca.org.uk/compensation-infected/hepatitis-b-or-c**

2025 to 2026 at a glance

2025

April

Mid-April: We contacted everyone living with an infection who was registered with an existing support scheme to confirm their details. We asked people who were nearing the end of their lives to come forward so we could prioritise their claims.

15 We hosted our second webinar, where over 250 attendees asked questions directly to our Chair, Chief Executive Officer and directors.

21 We opened the service more widely, asking an average of 100 people a week to start their claim.

May

8 Our interim Chair and Chief Executive Officer gave evidence to the Infected Blood Inquiry.

June

2 We launched our online compensation calculator for affected people, allowing partners, parents, children, siblings and unpaid carers to estimate their compensation.

July

9 The Infected Blood Inquiry published its 'Additional Report on Compensation'.[3]

21 IBCA published our response confirming that we accepted all recommendations. This included updating the order in which we open claims to new groups. The government also published its response.

August

Early August: We met with community groups and representatives ('community-driven development' sessions) to explore what our 'Register your intent to claim' service should include.

September

23 We reached a payment milestone, having paid over £1 billion in compensation to people living with an infection who were registered with a support scheme.

2025

October

1 We became an independent employer.

6-8 We held community-driven development sessions to co-design how the claims process should work for people living with an infection who have never received compensation, deceased infected people and affected people.

9 We opened our 'Register your intent to claim' service, enabling anyone intending to claim to share their details with us.[4]

30 An independent review of IBCA, led by Sir Tyrone Urch and Hazel Hobbs, was published, noting the "substantial early progress" that IBCA had made since May 2024.[5]

November

19 Our leadership team attended the first infected blood commemorative event in London.

26 The then Chancellor extended the Inheritance Tax relief on Infected blood compensation payments.

27 We opened the service to the first 60 claims for people living with an infection who have never received compensation, so we could test and develop the service based on their feedback. We identified and prioritised these people through the 'Register your intent to claim' service.

December

11 We opened the service to the first claims for affected people and people claiming on behalf of a deceased infected person's estate. We started with around 15 people for each group to learn from their experiences.

31 Further revisions to the Infected Blood Compensation Scheme Regulations became law marking the third version of the Regulations. This removed some rules about who can claim, added eligibility for deceased affected claims and aimed to make the claim process simpler. We updated our website and compensation calculator to reflect these changes.

2026

January

15 We announced that David Foley had been appointed as IBCA's permanent Chief Executive Officer.

20 We held our first drop-in event in Glasgow, designed to give people the chance to speak face-to-face with IBCA representatives.

February

3 We live-streamed our first public Board meeting to increase transparency.

19 We published official guidance to help people understand what medical information is needed to confirm a chronic Hepatitis B infection.

Late February: We confirmed the 13 members of our new Community Advisory Panel, made up of people with lived experience of the impact of infected blood.

March

3 Our Chief Executive answered questions about our progress before the Public Administration and Constitutional Affairs Committee.

4 The Community Advisory Panel met for the first time and appointed Tim Green as Chair.

11 **26** We held further drop-in sessions in Birmingham and Manchester.

12 We reached the payment milestone of paying £2 billion in compensation to more than 3,000 people.

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3 Infected Blood Inquiry (2025): Additional Report on Compensation. Available at: **www.infectedbloodinquiry.org.uk/reports/additional-report-compensation**

4 Infected Blood Compensation Authority: How the scheme works. Available at: **www.ibca.org.uk/how-scheme-will-work/registration**

5 Infected Blood Compensation Authority (2025): Infected Blood Compensation Authority independent review. Available at: **www.gov.uk/government/publications/infected-blood-compensation-authority-independent-review**

Part 1

Our performance report

Introduction

The purpose of the performance report is to provide the infected blood community with a deeper understanding of the different areas of IBCA's work during 2025 to 2026. It shows how the organisation has grown and matured as it pursues its vision to recognise and compensate every eligible person impacted by infected blood and blood products with great care and respect.

While the accountability report outlines key accountability requirements to Parliament, the performance report focuses on our operational progress.

This section includes:

- our progress in numbers
- performance overview
- about IBCA and the compensation scheme
- performance analysis
- risk, sustainability and procurement
- financial performance and funding review
- looking ahead

It explains the steps taken to pay compensation as quickly as possible while putting lived experience at the heart of delivery. It also details the financial resources used to support people making a claim and sets out plans for the year ahead.

Our progress in numbers

Claims

While this report covers the 2025-26 financial year, the figures below represent our cumulative progress since IBCA began claims in October 2024, up to 31 March 2026.

3,947
people were asked to start their claim

17,970
people registered their intent to claim

£2.05bn
compensation paid so far

3,153
claims paid

Colleagues

20
based in Glasgow

591
based in Newcastle (329 claim managers)

28
based in other locations

Performance overview

Introduction

The performance overview summarises how IBCA expanded its operations this year to pay compensation as quickly as possible.

We have worked to deliver on our mission and build on the progress made over 2024 to 2025. This year, we have continued expanding our operations, opening to more claims as quickly as possible while continuing to build our claim service. We've focused on the following priorities overall.

Building the claims service

Building and expanding our service is our priority, making sure we test and develop along the way.

We continued to pay compensation to those who are infected and registered with an existing support scheme, while also bringing in the first claims for other groups:

- living infected people who have never been compensated
- those representing estates of deceased infected people
- affected people

Opening the 'Register your intent to claim compensation' service

We opened a new registration service in October 2025, helping us to understand who intends to claim and how they prefer to be contacted. Our registration service means we can get in touch with people as soon as we can start their claim and be aware of circumstances that mean they may need to be prioritised.

Visit our website to register your intent to claim.[6]

Implementing the third Infected Blood Compensation Scheme Regulations

The Infected Blood Compensation Scheme Regulations changed on 31 December 2025. We have been working to make sure that anyone who is entitled to more compensation under these changes receives their money. We looked back at claims we had already paid to check whether anyone would have received more money under the new rules. We identified around 80 claims where a top-up payment was due. By the end of March 2026, we had completed 67 of these reviews and by the time of publishing, all impacted claims had been paid.

Image: GOV.UK One Login, part of IBCA's digital claims service.

6 Infected Blood Compensation Authority: Register your intent to claim compensation. Available at: **https://ibca.org.uk/register/register-your-intent-to-claim**

Continued engagement to understand community needs and concerns

Community feedback shapes our work every day. This year, we've expanded our community engagement work with regular, nationwide drop-in events so people can meet and ask our team questions face to face. We held community-driven development sessions where we tested ideas and gathered feedback on how we've built the service. We held more conversations with stakeholder groups to hear from the infected blood community about how we're developing the service.

We also established the Community Advisory Panel to provide the IBCA Board with independent advice to help shape the delivery of the compensation scheme. The panel is comprised of 13 members with lived experience of being infected or affected by the infected blood scandal. The members are supported by an IBCA non-executive director, Helen Parker, and led by their chair chosen by panel members, Tim Green. The panel's first official meeting was held on Wednesday 4 March 2026.

About IBCA and the compensation scheme

The infected blood scandal stands as the most significant treatment disaster in the history of the NHS. Between 1970 and the early 1990s, it's estimated that over 30,000 patients were given contaminated blood products or transfusions. The consequences have been catastrophic: thousands of lives lost, many more survivors living with debilitating health conditions, and tens of thousands of family members and carers whose lives have been permanently impacted.

Image: The Infected Blood Inquiry report published in May 2024.

History of the compensation scheme

The journey towards setting up the compensation scheme was driven by decades of tireless campaigning by the infected blood community.

- **2017:** A public inquiry was announced following years of campaigning, chaired by Sir Brian Langstaff KC.
- **2022 to 2024:** The Infected Blood Inquiry published its findings, concluding that the disaster was 'not an accident'. The reports exposed systemic and individual ethical failures, the intentional destruction of documents, and a persistent misrepresentation of risks.
- **7 June 2022:** Sir Robert Francis' report, 'Infected blood compensation study: recommendations for a framework', was published.
- **20 May 2024:** The government issued a formal state apology. It was acknowledged that the tragedy was compounded by an institutional failure to confront the truth.[7]
- **21 May 2024:** The government announced that IBCA would be formed, appointing Sir Robert Francis KC as Interim Chair.
- **24 May 2024:** The Victims and Prisoners Act received Royal Assent, providing the formal legal framework for IBCA's operations.
- **16 August 2024:** Sir Robert Francis' report was issued. It made 74 recommendations, 69 of which the government accepted.[8]
- **23 August 2024:** The first set of regulations to establish the Infected Blood Compensation Scheme (for infected people) came into force.

Since then, we have established a strong team who are working hard to pay people as quickly as we can, with great care and respect.

For information about who is eligible for compensation, go to **ibca.org.uk/compensation-infected**

Operationally independent

IBCA is an arm's length body, independent from the government and sponsored by the Cabinet Office.[9] This means that IBCA is not a government department. HM Treasury provides the funds to pay compensation and the running costs of IBCA.

As an arm's length body, IBCA has the freedom to manage its own affairs within the parameters of our framework agreement with the Cabinet Office. This includes recruiting staff directly and developing a distinct identity focused solely on delivering compensation to the infected blood community.

7 Infected Blood Inquiry (2022): First interim report and the government response. Available at: **www.infectedbloodinquiry.org.uk/reports/first-interim-report**

8 Infected Blood Compensation Authority (2024): Infected Blood Compensation Authority: Recommendations of Sir Robert KC to the government on the proposals for a compensation scheme. Available at: **www.gov.uk/government/publications/recommendations-to-the-government-from-sir-robert-francis-kc**

9 Cabinet Office (2013): Public bodies: Arm's length bodies. Available at: **www.gov.uk/guidance/public-bodies-reform#arms-length-bodies**

Inquiry recommendations for IBCA

On 9 July 2025, the Infected Blood Inquiry published the Additional Report on Compensation. The Inquiry made recommendations to the Cabinet Office and IBCA. The Cabinet Office published its response to some of these recommendations on 21 July 2025, consulting with the public on how a number of the proposals should be implemented.[10] Having considered the consultation responses, a third set of regulations became law on 31 December 2025, with a fourth set of regulations following in 2026.

We accepted all recommendations in the Additional Report for IBCA and have been implementing them over the course of the year. This includes:

- introducing a service for people to register their intent to claim
- bringing in prioritisation within groups, in line with the Inquiry's recommended order
- opening our service more widely, with some people from more eligible groups starting their claim
- enhancing our internal review and quality process
- improving our approach to transparency and involvement, including explaining what we do with feedback and concerns (planning for this took place in 2025 to 2026, with a new process beginning in April 2026)

Compensation scheme regulations

The government designed the infected blood regulations, which set out how compensation should be paid and who is eligible. You can find out more about the regulations on GOV.UK.[11] The changes introduced by the third set of regulations include:

- removing the HIV start date if there is evidence of infection before 1982
- removing the minimum earnings threshold to claim an exceptional financial loss award
- changing the rules for 'deemed years' when medical evidence is missing
- allowing claims for the estates of affected people who died between 21 May 2024 and 31 March 2031
- delaying the transition of the Infected Blood Support Schemes (IBSS) to IBCA by 12 months to between January and March 2027
- removing the requirement for a date of diagnosis for Hepatitis B and Hepatitis C

10 Cabinet Office (2025): Infected Blood Inquiry Additional Report: Government response. Available at: **www.gov.uk/government/publications/infected-blood-inquiry-additional-report-government-response**

11 Cabinet Office (2026): Explainer: Infected Blood Compensation Scheme. Available at: **www.gov.uk/government/publications/infected-blood-compensation-scheme/government-update-on-the-infected-blood-compensation-scheme-html**

Since the regulations became law, we've put them into practice. For example, we updated our compensation calculator and 'Register your intent to claim' service. This now includes people claiming on behalf of an affected person's estate.

We also reviewed claims that we had already paid. We checked if the new rules meant people should receive more compensation and contacted them to make any further payments.

Independent review

An independent review of IBCA was commissioned by the Cabinet Office in 2025 and led by Sir Tyrone Urch and Hazel Hobbs. The purpose was "to support successful delivery by assessing IBCA's delivery of the Scheme, identifying potential areas for process improvement, and providing independent confirmation that IBCA is progressing delivery as quickly as possible to meet recently agreed commitments".

The review, which was published on 30 October 2025, recognised IBCA's progress and recommended future improvements. It said: "The substantial early progress is particularly noteworthy given the profoundly important and challenging operational task IBCA has been given, whilst building an organisation from a standing start since May 2024."

The review recommended 24 further improvements for IBCA and the Cabinet Office in 2025 and beyond. These are focused on providing the stability, resources, digital systems and cross-government support necessary for the work ahead.

To read the review in full, including the recommendations, please visit GOV.UK.[12]

12 Infected Blood Compensation Authority (2025): Infected Blood Compensation Authority independent review. Available at: **www.gov.uk/government/publications/infected-blood-compensation-authority-independent-review**


Infected Blood
Compensation Authority

Performance analysis

This section reviews IBCA's performance over the past year. Its purpose is to detail the progress made against the organisation's strategic objectives.

Reviewing our performance

Strategic objectives and priorities

We set our strategic objectives based on recommendations from the Infected Blood Inquiry and the framework review of our Interim Chair, Sir Robert Francis. They shape how we design our service and make decisions.

The strategic objectives are as follows.

Strategic objective 1: Everyone who is entitled to compensation is able to claim and gets paid

Strategic objective 2: This is done as quickly as possible for the community while protecting them and the taxpayer from fraud

Strategic objective 3: This is done as seamlessly as possible using information already provided and navigating individuals through the process

Strategic objective 4: People applying for compensation feel supported throughout the process

Strategic objective 5: IBCA staff feel enabled to provide a professional and caring service

Strategic objective 6: IBCA will work with partners and other organisations to consider the holistic needs of the community

Strategic objective 7: IBCA colleagues consider IBCA to be a great place to work

Strategic objective 8: The infected blood community trusts IBCA to deliver compensation competently and fairly

To analyse our performance and clearly show what has been delivered over the last year, we have grouped the eight strategic objectives together into five key priorities:

Key priority 1:
Pay compensation as quickly and efficiently as possible

Key priority 2:
Ensure lived experience is at the heart of delivery

Key priority 3:
Make it easy to claim

Key priority 4:
Reach every person eligible

Key priority 5:
Support our people to deliver

Pay compensation as quickly and efficiently as possible

Strategic objective 1: Everyone who is entitled to compensation is able to claim and gets paid

Strategic objective 2: This is done as quickly as possible for the community while protecting them and the taxpayer from fraud

Learning from the private beta phase

Before we can open our service fully to all groups, we use a stage called ‘private beta’ to learn from a smaller number of claims.

This enables us to test every stage of our processes and learn from these claims before we scale up to larger numbers of claims. It means progress can be slower at first, but it helps us improve as we go, updating processes, refining our approach and giving our claim managers better guidance. We are confident that this approach means we can develop a service that meets everyone’s needs and grow it much more quickly overall.

We used this approach when we asked the first group of people to start their claims in November 2024. We are now applying the same method to more claims as we bring them in. Starting small means we can be confident that our service and our people are ready to handle more claims.

We also make sure our service works for everyone. We apply strict accessibility standards and test every part of the service. If someone is not comfortable using our online service, they can always reach us by phone.

To continue paying compensation as quickly and efficiently as possible, this year we've focused on:

- responding to the Infected Blood Inquiry
- implementing the third set of amendments to the regulations
- making sure we deliver a quality service

Responding to the Infected Blood Inquiry

In July 2025, the then Minister for Cabinet Office encouraged us to increase the speed and volume of payments to the registered infected group. As part of delivering this goal, the Cabinet Office wrote to IBCA, setting out that an increase in our risk appetite was 'appropriate and necessary'. We responded by focusing our policy, guidance and process improvements on that group, to pay as many people as possible as quickly as possible as well as adjusting our plans for opening claims to other groups. This required us to slow activity on other groups while we focused on supporting faster growth.

At the same time, the reopening of the Infected Blood Inquiry led us to reconsider our planned expansion approach as they sought new views on how to best open the scheme. When the report was published in July 2025, we moved quickly. We opened a registration service in October 2025 so that people in other groups could signal their intent to claim. We replanned our approach to expansion in line with the Inquiry's recommendations.

Implementing the December 2025 amendments to the regulations

The amendments to the regulations, which took effect on 31 December 2025, implemented five Infected Blood Inquiry recommendations. Key changes included removing the HIV start date requirement when infection evidence predates 1982, eliminating the minimum earnings threshold for exceptional financial loss awards, and revising the deeming provisions for missing medical evidence. Registration of intent to claim for affected estate claims was opened for those who died between 21 May 2024 and 31 March 2031. The diagnosis date requirement for Hepatitis B and C was removed. We updated the website and online calculator on the same day.

We also completed a retrospective review of previously paid claims and identified approximately 80 eligible for top-up payments. By the end of March 2026, 67 of those reviews had been completed and paid. At the time of writing, all of these eligible top-up payments have now been made.

Making sure we deliver a quality service

Quality assurance is an internal process to check that we're doing our own work in the best way possible. When a person makes a claim, our dedicated quality assurance team checks the information and the decisions made by our staff. This internal checking process is very important. It makes sure we treat every single claim fairly and consistently. It also ensures we calculate compensation correctly. We use what we learn from these checks to train our staff to make sure they can give the best possible support.

Setting clear standards

Our comprehensive quality assurance framework provides coverage for all claims, embedding rigorous checks at every stage of the claim journey. This helps establish clear standards for fair treatment from start to finish.

To ensure accountability within our assurance process, we introduced a mandatory sign-off process for all staff completing the quality assurance checks, ensuring the accuracy and accountability of the quality assurance team.

Training our staff

We have trained 11 dedicated quality checkers. They also deliver training for colleagues, including about how to hold the first phone calls with people making claims, declarations, decision letters and specialist financial topics. Claim manager team leaders receive specific training to help them take ownership of quality checks.

Improving our service

Our quality checkers also work with service design teams to review claims and improve the whole process. They've worked on all new types of claims to create new design standards from the very beginning. They work closely with claim managers to prevent delays and make sure we follow the regulations.

We constantly learn from quality trends. We share this learning through monthly quality updates and regular performance reports. These reports include clear steps to fix any issues.

We have also continued to test and improve our correspondence to ensure how we communicate works for our users. We are committed to providing information that is:

- relevant – tailored to community members' specific needs
- trustworthy – accurate, up-to-date, and reliable
- clear – written in plain English, avoiding jargon and complex language

Ensure lived experience is at the heart of delivery

Strategic objective 4: People applying for compensation feel supported throughout the process

Strategic objective 6: IBCA will work with partners and other organisations to consider the holistic needs of the community

Strategic objective 8: The infected blood community trusts IBCA to deliver compensation competently and fairly

People have been denied answers for far too long so it is important that IBCA approaches delivering compensation with kindness and transparency. That is why we are doing everything we can to hear people's views, concerns and needs and take them into account as we build the compensation service.

We are committed to this community-first approach that puts those who are infected and affected at the centre of everything we do. This includes:

- engagement with the infected blood community
- transparency
- user research as we build the claim service

Engagement with the infected blood community and stakeholder groups

Many campaigners and stakeholder groups have been involved in advocating for the needs of those impacted by the infected blood scandal long before IBCA was established. It's essential that we engage with community members and the groups that represent them regularly, listening and responding to their concerns.

Community Advisory Panel: To strengthen and build on our existing engagement and feedback routes, we have established an advisory panel. This panel provides the Board with direct insight into the concerns and expectations of the community, ensuring that the lived experience of those impacted by the scandal informs our decision-making on key issues. The panel currently consists of 13 members of the community and includes representation from all nations across the UK, bringing together a diverse range of lived experience. The panel met for the first time on 4 March 2026 and will continue to play a critical role in supporting the development and delivery of the claim service.

User consultants: We appointed three user consultants in our first year of operation – Susan Harris, Jason Evans and Clair Walton. Each has lived experience of the infected blood scandal. They advise us on how our processes and plans can be focused on the needs of those who will be applying for compensation.

This includes helping to design and improve training to IBCA colleagues, giving feedback on the design and development of the compensation service, and using their experience, alongside many others in the community, to understand the impact of our work and how we can improve our engagement and communications. This year they continued to play a vital role in shaping how we work.

Stakeholder meetings: We continue to host regular meetings with charities and advocacy groups, including the Hepatitis C Trust, the Haemophilia Society, the Terrence Higgins Trust, the Scottish Infected Blood Forum and the Hepatitis B Trust.

Community drop-in events: We launched a nationwide series of drop-in events, where our senior leaders, claim managers and operational staff met directly with individual community members. We hosted drop-in sessions in Glasgow (20 January 2026), Birmingham (11 March 2026) and Manchester (26 March 2026), and continue to hold more sessions into 2026 to 2027. We are grateful to a number of organisations for their support and input into these events, including Haemophilia Scotland, the Scottish Infected Blood Forum, the British Red Cross and the Infected Blood Psychological Support Service.

Community-driven development sessions: We've held sessions with people from different claim groups, legal representatives and user consultants to shape how we develop the service. We also had discussions with people about the registration service and compensation calculator and shared their feedback.[13]

Implementing a mechanism for individuals to raise concerns with the delivery of the scheme: The Infected Blood Inquiry's Additional Report recommended that "IBCA and the government establish a process by which individuals or organisations may raise concerns about any aspect of the compensation scheme". We have worked with the Cabinet Office to consider how a feedback and concerns mechanism could be put in place, building on our established processes of engaging with people and listening to feedback.

After the year 2025 to 2026 ended, the then Minister for the Cabinet Office announced the launch of the new inbox and process on 14 April 2026, which will ensure even greater transparency and opportunity for people to raise concerns. The email address is **feedbackandconcerns@ibca.org.uk**.

13 Infected Blood Compensation Authority: Reports and surveys. Available at: **https://ibca.org.uk/reports-surveys**

"I joined the Community Advisory Panel because I believe that lived experience must sit at the heart of IBCA's work. I am keen to contribute constructively, to challenge where necessary, and to help make sure that the systems, processes and communications developed by IBCA are fair, accessible and responsive to the needs of those affected. I see the panel as a vital bridge between the community and IBCA, and I am committed to helping build trust through openness, accountability and meaningful engagement."

Tim Green, Chair,
Community Advisory Panel

Case study: Drop-in events

Community feedback showed that people would often prefer to speak to us in person when they had a question or concern. In response, we hosted a series of drop-in events in Glasgow, Birmingham and Manchester. Further events in London, Liverpool, Belfast and Cardiff followed in 2026 to 2027.

We chose the locations based on a community survey of preferences and provided support with travel costs where needed.

Our drop-ins are informal: there are no long presentations or fixed agendas. Instead, people have the chance to come and speak directly with claim managers, our legal team, directors and others.

We understand how difficult it can be for people to discuss their experiences, so the sessions have been designed to be as comfortable and discreet as possible. The British Red Cross has joined us for each event to offer independent support to those attending. We also encourage those attending to bring someone for support if needed.

At drop-in events so far we've learned:

- many welcome the opportunity to speak to our team face-to-face
- meeting other community members at the event can be really valuable, to share experiences
- providing additional information about what documents are likely to be asked for to support their claim, and how to get them, would be helpful to those claiming
- there is a particular interest in how IBCA supports claims where there are few or no existing medical records

> From the moment we walked upstairs your staff greeted us and everyone we spoke to was so gentle and understanding and any questions we asked they would direct us to the person with that knowledge."

Person who attended the Glasgow event

> People have been so informative, friendly and understanding – so glad to see you are dealing with this so respectfully."

Person who attended the Manchester event

Transparency

We can only build trust with the infected blood community by being clear and transparent in our work. IBCA bolstered this in 2025 to 2026 with the following activities.

Public Board meetings: We live streamed our first public Board meeting on 3 February 2026, which reached over 1,000 viewers. We published Board agendas and papers beforehand. We will continue to do this ahead of future Board meetings.

Continued regular reporting on progress: We publish our latest statistics every fortnight and have included more details in the regular figures as requested by the infected blood community.

Publishing quarterly feedback themes: In January 2026, we issued the first themes report which showed feedback from the infected blood community and how we've acted on it.[14] The report also covered issues raised with us on areas that are the responsibility of the Cabinet Office, including concerns around the level of compensation for unethical research and decisions made by the Technical Expert Group, which we have passed on to the Cabinet Office. We'll continue to expand on this report over time.

14 Infected Blood Compensation Authority: IBCA response to community feedback on policy concerns, scheme progress and documents needed. Available at: **https://ibca.org.uk/reports-surveys/ibca-response-to-community-feedback-on-policy-concerns-scheme-progress-and-documents-needed**

Case study: responding to enquiries

Keeley has been part of our enquiries team since IBCA started, and her team are the first people to respond to questions from the infected blood community.

"Some days I'll respond to 30 different enquiries and on another it might be 10 really complex issues I'm trying to help with. No two days are the same because every enquiry is unique."

"Some common enquiries we receive are from people asking when their claim is likely to start, or verifying that a letter or email from IBCA is genuine."

"One of the toughest calls I've handled was talking to someone whose GP had just told them they might have been infected with Hepatitis C through contaminated blood. The GP suggested they speak to us because they had received a blood transfusion in the past, but had never even heard of the infected blood scandal. I was able to reassure them that there was lots of support available to help them through the compensation process."

"We try to answer every question we're asked, and resolve the concerns people contact IBCA with. Sometimes, that's signposting people to the right teams within IBCA, such as our safeguarding or fraud teams. And sometimes it's supporting them by signposting people to other organisations, such as the Probate Office when the claim relates to someone who has died."

"For many of the people we speak to, this is the first time they've felt really heard. That's our starting point with every enquiry. People are not numbers, or just issues to be solved, they're individuals with real and often difficult stories. We are here to help."

User research

Another way we gather community views is to conduct user research into how we build the compensation claim service. User research is key to helping us put lived experience at the heart of designing and building this service.

We speak to groups of different people to test ideas, content and service features and understand problems people are having. This means we conduct user research very regularly to know if the service is working well for everyone and if problems can be resolved quickly.

We also carry out research with professionals providing support to people claiming compensation, including healthcare, legal and financial professionals, advisers, charities, support organisations and IBCA staff.

We have a user research panel, which we use to contact volunteers to take part in research when we are running sessions. We're grateful for everyone who has taken the time to get involved.

User researchers working for IBCA follow strict standards set out by the Government Digital Service.[15] Our work is also assessed by experienced people who work across government services to make sure that it meets these standards.

We've summarised our research findings from hundreds of hours of research into six statements. These statements guide teams designing and maintaining the service. They help make sure we are always thinking about the needs of different users, and help us decide the types of user research that we do.

- I need my experiences to be recognised and understood in an empathetic and compassionate way so that I do not have to relive more trauma than I need to before I can put this behind me.
- I need to access independent expertise and support so that I can make informed choices and feel confident about those choices.
- I need to be able to move through my claims journey quickly and easily so that I can understand what I need to and put this behind me.
- I need to receive information as early as possible, so that I can prepare myself.
- I need to be able to make informed choices, so that I understand what I'm doing and feel autonomy.
- I need to be able to review information and decisions, so that I feel confident that they are correct.

15 GOV.UK: User research. Available at: **www.gov.uk/service-manual/user-research**

Case study: How we help people get ready to make a claim

We conducted user research with people who had been infected but never been paid any compensation. They were using our registration service to say they planned to make a claim. We found that people were not sure what information they would need to give. They also expected to hear back quickly after registering.

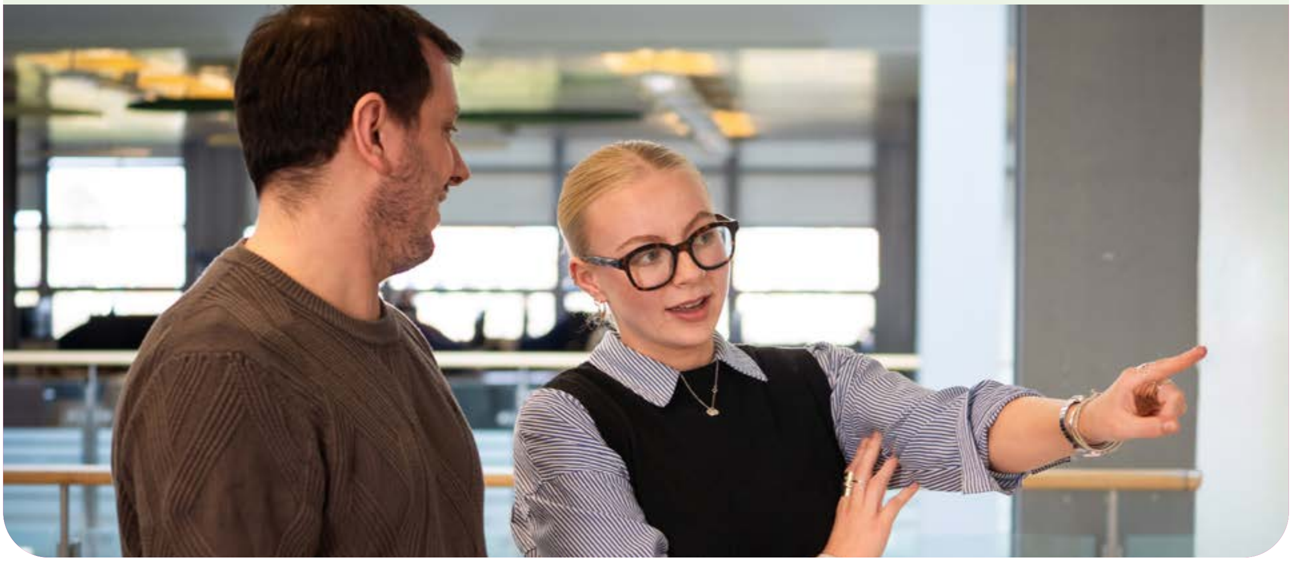
We tested early versions of the registration service. People told us it was helpful to get a reference number at the end of signing up. They also wanted to know more about what documents they might need and that they would be treated fairly if they did not have all the documents.

We could see we were not giving people enough information early enough. So we made changes before the registration service launched. We added more detail and more reassurance.

We also found that the website was not giving people enough information about the documents needed. So we ran more research sessions with people who had been infected and never paid, and with people who had been affected.

We ran seven sessions, each lasting about an hour. People told us they liked how the website was laid out, but they wanted more detail on the medical documents needed to confirm infection. They also wanted to know when they could get legal support, how GOV.UK One Login works, and what happens if a claim cannot go ahead. We used this feedback to improve the website.

We are still doing research with users. Everything we learn helps us keep making the service better.



Make it easy to claim

Strategic objective 1: Everyone who is entitled to compensation is able to claim and gets paid

Strategic objective 2: This is done as quickly as possible for the community while protecting them and the taxpayer from fraud

Strategic objective 3: This is done as seamlessly as possible using information already provided and navigating individuals through the process

Strategic objective 4: People applying for compensation feel supported throughout the process

Registering intent to claim

When IBCA was set up, some people were already registered with existing support schemes, but we knew many more people had not yet registered their intent to claim.

We listened to feedback from the community and recommendations from the Infected Blood Inquiry. In October 2025, we opened our 'Register your intent to claim' service. It was for:

- people living with an infection who have never received compensation
- people claiming on behalf of someone who has died
- affected people

In May 2026, following changes to regulations, we extended the service to enable people to claim on behalf of an affected person who has died.

Registration gives us a clearer picture of how many people will claim in the future. It also helps us understand what types of claims to expect. We hope it makes it easier for people to begin their claim as they get an idea of what's expected from them during the claim process.

Everyone who registers gets a personal ID reference number. We also let them know we will contact them when they can start their claim.

When we launched the registration service, we were clear that registering is not the same as starting a claim. We also reminded people who might be eligible to come forward. We encouraged them to use our compensation calculator to get an early estimate.

We published our last set of registration figures for this reporting period on 26 March 2026 (the figures were correct as of 24 March 2026). We received 17,851 registrations of intent to make a compensation claim with us.

This figure represents individual registrations, not unique people or claims. This is because some people may have registered more than once. Of this number there have been as of 24 March 2026:

1,171 registrations of intent from a living infected person, or their representative (this does not include those claiming as living with infection and registered with a support scheme, as they should already have been contacted beforehand)

13,862 registrations of intent from a living affected person, or their representative

336 registrations of intent related to a living infected and affected person, or their representative

2,482 registrations of intent from people acting on behalf of a deceased infected person

The claim journey

Once someone has registered, we hold their details and then contact them when we can to ask them to begin the process of completing an application (in line with the prioritisation criteria recommended by the Infected Blood Inquiry).

When someone is asked to start their claim they are given a named claim manager who will support them through the entire process, from confirming their identity all the way through to explaining the decision on how much compensation the person is entitled to. They support each person through the process of identifying and gathering evidence and will seek expert advice from clinical advisors if needed, to ensure they can accurately interpret the documents they receive.

Once we have all of the documents available, a claim manager will prepare a declaration of the information we should take into account to calculate a compensation amount. This is reviewed by the person claiming to ensure we have captured all of the information accurately. This will form the basis of a decision and the calculation of an offer of compensation. During this process, we also offer free, independent, legal advice and financial guidance to support people claiming.

We follow the Government Digital Service standards in how we are designing and developing the compensation service. Specific actions we've taken this year to make it easy for people to claim include:

- providing an online way for people to claim
- opening a service for people to register their intent to claim
- putting processes in place to keep people and their information safe
- providing the offer of legal and financial support at an early stage
- expanding our training

"

I received my compensation payment this morning. As I've said to you before, my journey to get to this point has taken 50 years. I have now been recognised for what I have been through. It's a great relief to get to the end of this part of the journey."

Person who completed their claim in November 2025

Providing an online way for people to claim

We are building a digital service to make it easier for everyone to claim compensation. Right now, our dedicated claim managers work closely with each person. They help to confirm who is eligible to claim. They also help to gather the right documents, work out how much compensation is due and make the payment.

Some people have told us that this approach works best for them because they want a dedicated claim manager who supports them every step of the way. However, others have said they'd like to be able to manage their own claim and don't feel they need to talk to someone about every stage.

We want to give more control to the people making a claim. We are doing this by moving parts of the process online. Our goal is to build a digital service that puts people first. This will help people find information more easily.

We know that people have different levels of confidence with computers and the internet. We work hard to make sure our service is accessible to everyone. There will always be different options available for how we work through your claim together, whether that's talking to a claim manager or online, so that no-one is left without support while claiming.

Image: A UK driving licence, one of the documents accepted by IBCA to verify identity.

Keeping people safe

We know that many people contacting IBCA may be experiencing distress. Keeping everyone safe is at the heart of everything we do.

We have set up a dedicated safeguarding team. This small group of specialists is here to help if there is a risk of harm, abuse or vulnerability. The person claiming, or anyone who represents them, can tell us if they have a concern about that person's safety or where additional support may be needed.

We approach every conversation with care, respect and understanding. Our approach is guided by trauma-informed principles. This means we recognise that past experiences can affect how people feel about working with us. We want the infected blood community to feel heard and able to trust us and know that we always have their best interests in mind.

We have a clear and consistent way of identifying, recording and responding to safeguarding concerns. Our staff are trained to recognise a wide range of concerns and we work with external organisations to make sure people get the right support, keeping the person informed where it is safe to do so.

This helps us act quickly, understand risks earlier, and make safe and informed decisions based on the person and the circumstances.

Safeguarding is part of our everyday work and is everyone's responsibility. We consider people's wishes, safety and wellbeing at every stage of the claims process, and we will always act where there is a concern.

We think about safety at every stage of a claim and keeping people safe is a real priority for us.

Protecting people from fraud

We created a clear plan to prevent fraud when we first started claims, and have enhanced it during 2025 to 2026. We take reasonable and proportionate steps to protect eligible people, and the taxpayer, from fraud. Our goal is to get the right money to the right people as quickly and safely as possible.

We make it easy for the community to report fraud to us, either by speaking to their claim manager, or contacting our fraud team directly at **fraud@ibca.org.uk**.

Where any individuals making a claim are victims or potential victims of fraud, we safeguard the individual by referring information to the relevant authorities. We're also constantly reviewing our policies and procedures to see if we can make things even safer.

We know that some compensation payments are very large. This makes the scheme a target for fraudsters. To stop this, we have built a dedicated team to prevent fraud from the very beginning.

We balance strict security with care and sensitivity. We always start by trusting that people are honest. We communicate clearly and with compassion. We also work closely with community representatives. This helps us make sure our security checks do not make it harder to claim for someone who is eligible.

We have trained all of our staff to spot and prevent fraud. We also created a system to report concerns immediately. This means that preventing fraud is everyone's responsibility across all our teams.

Image: A British passport, one of the documents accepted by IBCA to verify identity.

Progress this year includes:

- setting up an enhanced review team to handle serious fraud concerns
- working with partners like the Public Sector Fraud Authority, Experian and other data experts to check information safely
- completing regular fraud risk checks before we open the service to each new group of people
- creating a secure identity check process that works for individual circumstances

Our control and review processes detected three potential instances of error in the reporting period (prior reporting period: one) relating to overpayments of compensation. There have been no confirmed cases of fraud identified as yet.

Beyond the current reporting year, we remain committed to protecting people making claims and the taxpayer from new threats, like identity theft and organised crime. As we open our service to more people, we will keep working with partners to stop fraud before it happens.

You can report any fraud concerns to our dedicated inbox at **fraud@ibca.org.uk**.

Looking after the information we're given

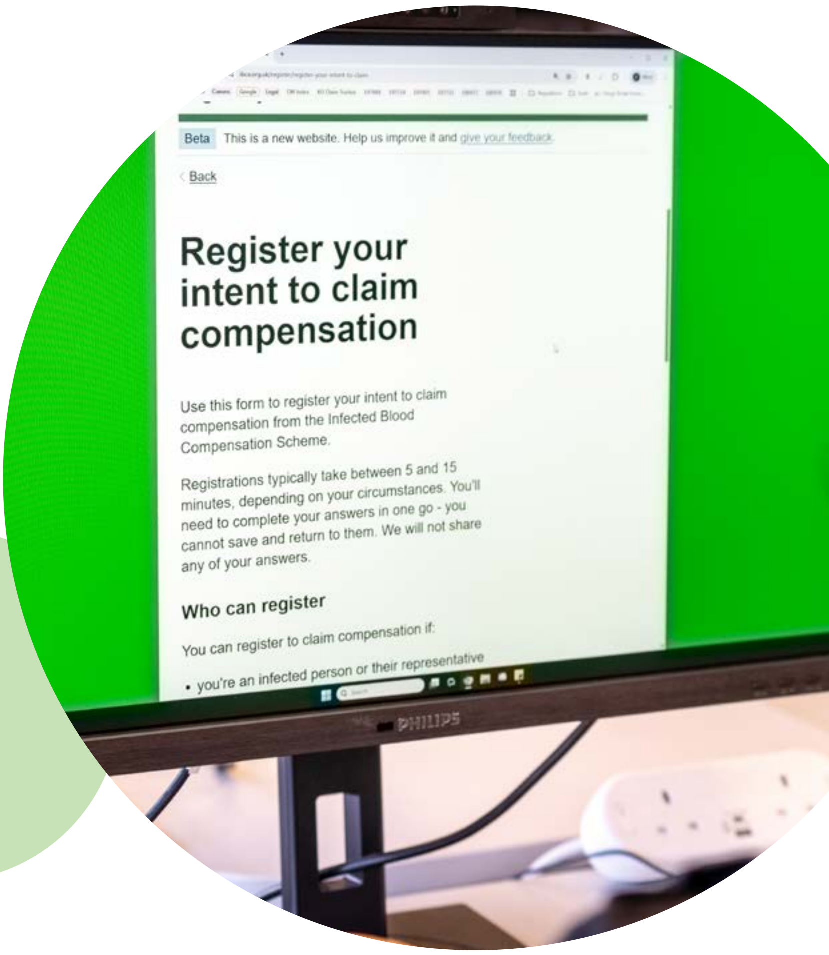
To make a compensation claim, we need documentation and evidence that demonstrates people's eligibility. We gather this data from many different partners to support people when claiming compensation and we take looking after it very seriously.

We have set up a data governance team to make sure we use data safely and securely:

- we protect sensitive health, financial and family information with advice and guidance from an experienced Data Protection Officer
- our data acquisition team utilises legal powers and partnerships with organisations like the NHS and government departments to efficiently gather the evidence needed for compensation claims
- our knowledge and information management team ensures data is securely stored, accessed and retained
- our information rights and disclosure team maintains transparency and compliance with the Freedom of Information Act 2000 and UK General Data Protection Regulation by managing requests and proactively sharing information through our publication scheme

For more information, you can visit our website.[16] A further summary is provided in the relevant section in the accountability report.

Image: The secure IBCA website people use to register their intent to claim compensation.



16 Infected Blood Compensation Authority: Privacy notice. Available at: **https://ibca.org.uk/privacy**

Case study: Keeping your information secure as we build the claim service

We design our service around people's needs as they change. This year, our security teams have played a key role in making the claims process simpler while keeping your personal data safe.

We have adopted a secure by design approach. This ensures security is built into products from the very start, rather than fixing flaws after they're made. This allows our teams to add new features to the claims service quickly and securely. We match our security measures to the sensitivity of your information, ensuring your protection never gets in the way of making a claim.

Rather than a final check at the end, our teams monitor our systems continuously as we build. Every update is tested against strict government standards and security best practices. This ensures the service and your information remain protected at every stage of its development.

Testing new ideas can sometimes create new security risks, so our security experts act as a technical safety net. They constantly review our systems to find and fix weaknesses. We do this before the service is ever made live. Finding these issues early prevents the service from breaking and helps prevent information breaches or cyber incidents. This keeps the service secure, reliable and available, allowing claims to be completed with confidence.

We've made security a fundamental part of how we build this service. It's not something that gets in the way of using it, but instead makes it safer to use.

Expanding our training

We have expanded our training this year. We want to make sure our staff have the right skills to support everyone through their claim. In addition to initial three-week training for claim managers, we offer ongoing learning and support for all our team members.

We introduced new training to keep people safe and make the claims process easier by:

- training our staff to guide everyone through registering their intent to claim clearly and with empathy
- improving how we spot and support vulnerable people
- running mandatory training on data protection and fraud awareness to keep information safe

Learning from the private beta phase

Claim managers in this stage get to learn about:

- understanding new guidance, like how we review complex medical information
- the legal side of deceased infected claims, probate and working out compensation amounts
- how to write correspondence that is clear, legally correct and sensitive to community experiences
- working together to make sure we treat every claim fairly and consistently

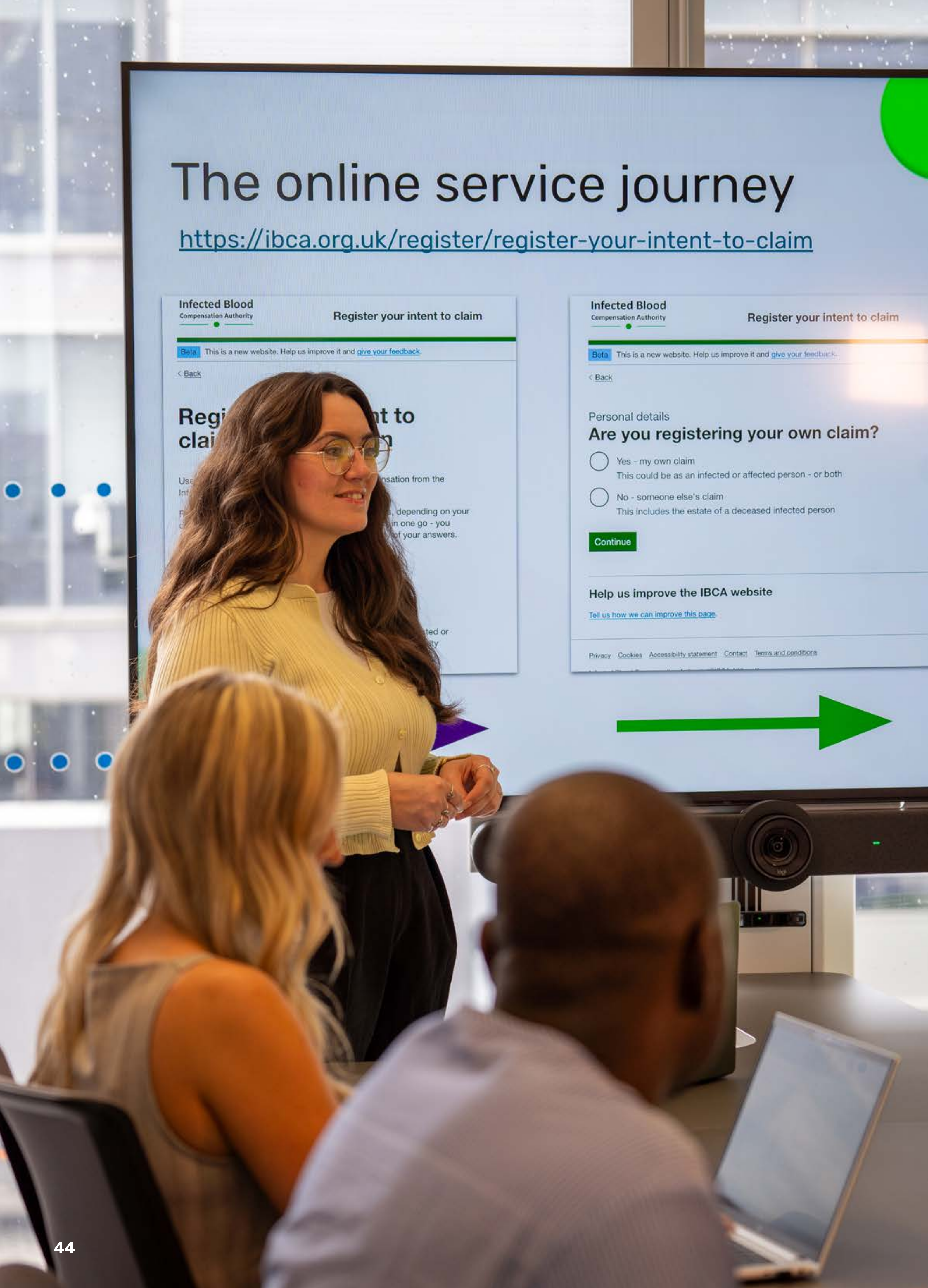
Taking a trauma-informed approach

We know that people infected and affected by the infected blood scandal have faced decades of trauma. Our goal is to make sure we do not cause anyone further harm or distress.

We continue to work closely with a specialist clinical psychologist to improve our training. However, our greatest teachers this year have been the people making claims. We listened to feedback and updated our training to reflect real experiences.

This includes:

- using real examples to help our staff spot signs of distress early in a claim
- focusing on practical skills so our claim managers can handle sensitive conversations with care and understanding
- providing resilience workshops and a ‘buddy’ system where experienced mentors support new staff through their first claims


The online service journey
https://ibca.org.uk/register/register-your-intent-to-claim
Infected Blood
Compensation Authority
Register your intent to claim
Beta This is a new website. Help us improve it and give your feedback.
Back
Personal details
Are you registering your own claim?
Yes - my own claim
This could be as an infected or affected person - or both
No - someone else's claim
This includes the estate of a deceased infected person
Continue
Help us improve the IBCA website
Tell us how we can improve this page.
Privacy Cookies Accessibility statement Contact Terms and conditions

Providing legal support and financial guidance

IBCA can provide independent solicitors who can represent people when making a claim. They provide independent advice which is paid for by IBCA. They all have previous experience of supporting people impacted by infected blood and fully understand the compensation scheme's regulations. People making a claim do not need to engage with a solicitor before starting the claim process. There is a full list of contracted legal firms on our website.

Legal support includes:

- help to share information with IBCA, for example medical records
- help to confirm the information used to calculate compensation is correct
- advice on if a compensation offer has been calculated correctly and if someone claiming should ask IBCA to review the decision
- support with an internal review, if requested

When we contact people about making their claim, a claim manager will help them understand what support is available.

If a claim is eligible, we pay for a session with a financial adviser, if the person wants one. These sessions cover, where relevant, the merits of taking a lump sum or regular payments and also cover:

- the safe and practical management of their funds (such as using an appropriate and secure account)
- safeguarding against fraud
- safeguarding against economic abuse in keeping with IBCA's strategic objective of safeguarding individuals from harm
- the importance of a will and other relevant topics
- where to find, and how to identify, reliable sources of further financial advice

These sessions are for guidance and not investment advice. Investment advice can be provided by the financial adviser but at a separate session which would be paid for by the person claiming.

These services have been on offer since the claim service started. In 2025 to 2026, we have continued working with legal and financial services to make sure they offer the right support for people making a claim.

Reach every person eligible

Strategic objective 1: Everyone who is entitled to compensation is able to claim and gets paid

Strategic objective 5: IBCA staff feel enabled to provide a professional and caring service

Strategic objective 6: IBCA will work with partners and other organisations to consider the holistic needs of the community

We are committed to finding and supporting everyone who is eligible to make a compensation claim. We've found that some people, when asked to start their claim, don't respond and we've made every effort to contact them and encourage them to get in touch with us. For example, when starting claims for people on existing support schemes, rather than only using their preferred contact method, we've created guidance about using other contact methods within our data policies. We've also shared non-responder information with support schemes and asked for their help in identifying why someone may not have replied and other ways we can get in touch with them.

We know many people making a claim will have a network of people who are affected and may be eligible to claim. After claims have finished, we've proactively contacted people to encourage them to ask their networks to register their intent to claim. We will continue to do this as we develop the claim service, and will build in more opportunities for people to share the importance of registering an intent to claim with IBCA.

Working with partners

We're working with other organisations and public bodies, for example the NHS and local councils, to raise awareness of the Infected Blood Compensation Scheme and to reach more people. We want to make sure everyone who is eligible gets the compensation they are entitled to.

This includes working with the Ministry of Housing, Communities and Local Government to circulate guidance with local authorities so they know they can share data with us in support of someone's claim. We've proactively worked with partners to extend our reach, including local councils and healthcare providers.

Local councils

Local councils are experts at reaching people in their communities. We are working with councils across the UK to share information with their residents and staff. We started these partnerships with Aberdeenshire, Greenwich, North Tyneside, Solihull and Wrexham local councils. We now also work with local councils in areas where we hold drop-in sessions. This helps us to raise awareness of the events and the compensation scheme.

Healthcare providers

The NHS is a key partner for IBCA. We rely on the NHS to provide us with important medical information. We use this information to confirm how much compensation someone might be eligible for.

In January 2026, we established a medical request triage team. We did this after listening to feedback from our NHS partners about the way we were asking them for medical information relating to individual claims.

We wanted to make sure we check every request for information before we send it. This helps us make the best use of everyone's time. This team is also a single point of contact for the NHS. They answer questions about medical evidence and improve communication.

Our dedicated team has helped us to:

- improve the quality of the questions we ask about medical evidence
- reduce the time it takes for key NHS trusts to respond to our requests
- improve the compensation service and speed up claims

In the year ahead, we have scheduled working group meetings with NHS consultants. We will use these meetings to review the quality of the questions we ask. We will also discuss how to best support individual NHS trusts when they respond to us with medical records.

Support our people to deliver

Strategic objective 5: IBCA staff feel enabled to provide a professional and caring service

Strategic objective 7: IBCA colleagues consider IBCA to be a great place to work

We know that providing the best possible service starts with our people. By building a supportive and empathetic workplace, we make sure our team has the resilience to support people making claims.

On 1 October 2025, IBCA became an independent employer. This also means we've been able to build our own culture and employment package to fit our unique mission. We support our staff by offering:

- an employee offer, which prioritises wellbeing and support to ensure our people can deliver effectively in their roles
- a culture of growth, with ongoing learning and development so our staff can continuously improve their skills
- pay and terms that reflect the complexity and impact of our work
- supportive human resources policies built on value and respect
- a collaborative partnership approach with recognised trade union colleagues to ensure members are represented on matters subject to collective bargaining under the Trade Union and Labour Relations (Consolidation) Act 1992

Over the last year, we've focused on:

- embedding our organisational values
- wellbeing and support – ensuring our people know they are valued for, and supported in, the job they do
- deploying a modern, data-driven HR service
- investing in leadership capability

Embedding our values

Our values guide how we act, how we treat one another and how we deliver. They translate into everyday behaviours to ensure they are visible and understood across all levels of IBCA.

Our values are structured around four core themes:

putting the infected blood community at the heart of everything we do

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delivering our strategic objectives effectively

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creating an inclusive culture that champions diversity

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underpinning our work with strong and visible leadership

We integrate these values into all our people processes. This ensures they are not just statements, but lived experiences that shape our decisions and define our culture.

Wellbeing and support

We know that supporting people through their claim requires a high level of emotional resilience from our staff. To make sure our colleagues have the right support to treat every person claiming with kindness and respect, we continually review our wellbeing offer.

This year, we launched a new wellbeing pilot. This provides:

- our colleagues with access to professional, accredited support over a 12-week period
- a safe space for reflection and mental health care

Our offices in Newcastle and Glasgow serve as hubs for our teams to connect. By working closely together in person, our teams benefit from:

- solving problems together in real time, which leads to faster improvements in our claims process
- building a strong internal support network that builds resilience and prevents burnout

Deploying a modern, data-driven HR service

We want to serve people as effectively as possible. To do this, we use modern tools to make sure we hire the right people for the right roles. We do this by:

- using data to find people with the specialist skills we need for complex compensation claims
- contacting potential IBCA candidates directly to encourage them to apply for vital roles
- creating a tool to help our managers write clear, consistent and high-quality job adverts – leveraging technology to maximise efficiency within our recruitment process

Investing in leadership capability

It is very important that our staff have the support they need to deliver for people making claims. This year, we have invested in our managers' skills and development.

We have a 'values-led leadership' training programme. We also created new training for all our line managers across the organisation.

Across the next financial year, we will roll this training out across our whole organisation. This ensures every team member is guided by a manager who leads with empathy and best practice. It also gives our staff the opportunity to develop leadership skills that align directly with our values.

Putting people first

The quality of our internal culture directly affects the quality of the service we can provide to people claiming. It helps shape our day-to-day delivery of a respectful and kind service.

Here is how our approach benefits the people we support:

- taking a trauma-informed approach – we train our staff to understand the profound impact of the scandal, ensuring they handle every conversation with sensitivity
- diversity and inclusion – from the way we recruit our staff to the benefits and policies that govern our work every day, this is more than a policy for IBCA
- supporting staff wellbeing – providing professional support ensures our team remains resilient and able to provide a consistent, empathetic service
- working in partnership with trade union colleagues to ensure their members are represented and able to contribute to a positive working environment

Public Sector Equality Duty

Information on how IBCA fulfils its Public Sector Equality Duty and ensures equitable service delivery to all groups can be found in the joint equality, diversity and inclusion disclosure within the remuneration and staff report.

Risk, sustainability and procurement

Principal risks

We continue to balance the need to deliver compensation as quickly as possible with the need to ensure decisions are accurate, consistent and secure. As we have expanded the service to more groups of people during 2025 to 2026, we have been able to use a 'test and learn' approach to identify risks and put mitigations in place to improve processes, systems and guidance as we learn from claims and feedback.

Key risks during 2025 to 2026 are listed below.

Service delivery risks: As IBCA expanded the compensation service, one of the key challenges was increasing delivery at scale while maintaining operational resilience and service quality. Increased demand and the continued expansion of eligibility created pressure across operational capacity, process maturity and service standards.

To manage these risks, IBCA strengthened governance, operational oversight and performance management arrangements during the year. This included continued investment in workforce capability and clearer operational processes. A test and learn approach continued to be used to refine services and identify areas of improvement while maintaining focus on delivering compensation.

Legal risks: During 2025 to 2026, as IBCA processed an increasing number of compensation claims, its exposure to potential legal challenges correspondingly increased. IBCA received a small number of litigation claims, including tribunal appeals and High Court applications, some of which may have wider implications for guidance, policy development and future decision-making across the service.

To manage these risks, policy and legal advisers continued to work closely to ensure decisions and guidance remained robust, consistent and legally defensible. This included enhanced quality assurance and review arrangements, training for operational colleagues, and ongoing engagement with the Cabinet Office and legal teams to monitor emerging litigation risks and identify any wider impacts on the scheme.

Workforce risks: IBCA continued to expand and mature its workforce to support the growth of the compensation service and wider organisational capability. As demand for the service increased and new groups became eligible for compensation, IBCA faced and has navigated some challenges in attracting, retaining and developing people with the specialist skills and experience required to support delivery at scale. IBCA managed this risk by strengthening workforce planning, recruitment and targeted activities, utilising a mixed resourcing model, while planning for sustainable growth. This has mitigated the risks relating to workforce capacity, organisational resilience, recruitment to hard-to-fill roles (broadly digital, data and finance) and developing capability during a period of rapid and continued organisational growth and change.

Integrity and security risks: As we expanded the compensation service, protecting sensitive claim information and ensuring the integrity of compensation decisions remained a significant area of focus. The nature of the compensation scheme and the sensitive data involved created increased exposure to fraud, inappropriate claims activity and information security risks, with the potential to impact public trust and confidence in the service, as well as compliance with legal and regulatory obligations.

To manage these risks, we continued to strengthen fraud prevention, information security and verification controls during the year. This included implementation of enhanced identity and eligibility checks, development of fraud response and security arrangements, increased collaboration with external partners, and continued investment in security policies, systems and staff capability to support the protection of personal data and the integrity of compensation payments. We remain part of the Public Sector Fraud Authority's high fraud risk portfolio, providing additional oversight and support in relation to fraud and error risks.

Sustainability and our environmental impact

IBCA is committed to reducing the environmental impact of its operations and embedding sustainability considerations into organisational decision-making. During 2025 to 2026, we continued to strengthen our approach to environmental sustainability, climate resilience, and environmental, social and governance reporting in line with Taskforce on Climate-Related Financial Disclosures (TCFD) recommendations and wider public sector expectations. As climate change is not currently designated as a principal risk, IBCA complies with the TCFD recommended disclosures for governance (a) and (b), risk management (a) to (c), and metrics and targets (b). We are exempt from the remaining disclosures due to the scale and nature of our operations.

As IBCA continues to mature as an organisation, we are strengthening governance, systems, processes and data needed to support sustainability reporting and environmental management. During the year, we continued to operate within Cabinet Office sustainability frameworks and policies, while developing our own organisational capability and arrangements in this area as IBCA became an independent employer.

As an administrative and compensation body, IBCA's primary operational footprint is digital and office-based. Its core mission is the delivery of compensation, which does not rely on extensive physical supply chains, heavy industrial processes or manufacturing, making it less susceptible to immediate, material climate-related disruptions compared to other public bodies. As such, climate-related risks are not assessed as a principal risk to IBCA.

IBCA manages climate-related considerations as part of its wider organisational risk management, business continuity and resilience planning. The IBCA Board and Executive Committee (ExCo) maintain oversight of these climate-related risks, which are identified and assessed by operational teams through our standard risk and business continuity frameworks. As IBCA develops and scales, we will continue to build on the foundations and mature our response and management of these risks.

In order to help towards compliance with TCFD, the organisation continues to make use of digital and hybrid ways of working which help reduce travel requirements, paper use and wider environmental impacts. Over the coming year, IBCA expects to transition further into its own estate and operating environment, providing greater opportunity to embed sustainability considerations into workplace design, procurement, operations and future organisational decisions.

IBCA has already adopted best practices in regards to smarter waste management and reductions in paper use through digital means. Currently, all waste is managed by HM Revenue and Customs (HMRC), which has overall responsibility for waste management at our current locations. There are no specific figures for the office space used by IBCA. Consequently, IBCA is unable to robustly estimate or disaggregate our domestic scope 1 and scope 2 greenhouse gas emissions. These emissions, along with wider waste and finite resource consumption, are captured and reported at the host-building level by HMRC.

We recognise there is more to do towards meeting the Greening Government Commitments and will continue to strengthen our sustainability capability and reporting maturity over time. This includes improving our understanding and management of environmental impacts across our operations and embedding sustainability considerations into future organisational decisions where proportionate and practicable.

Human rights

We are committed to respecting human rights in everything we do – in our culture, our decisions and the way we work. As we grow, we will continue to develop this commitment. As an organisation our focus is delivering the Infected Blood Compensation Scheme as quickly as we can, including paying those individuals – and their estates – who had research carried out on them without their informed consent, a direct violation of human rights.

Energy, travel and water use

Energy use

Our energy bills for our Newcastle base are charged to us by our landlord, HMRC. The breakdown below indicates our energy usage (in kWh) across the buildings that we use for the financial year 2025 to 2026. This is a total based on the electrical usage only within our space.

2025-26	Usage (kWh)	Cost (£)	Carbon dioxide equivalent (CO_2e)
April	36,216	£7,081	11,191
May	42,489	£8,307	13,129
June	51,458	£10,061	15,901
July	53,234	£10,408	16,449
August	49,409	£9,660	15,268
September	41,187	£8,052	12,727
October	41,447	£8,103	13,107
November	43,484	£8,502	13,437
December	40,204	£7,860	12,423
January	43,804	£8,564	13,535
February	41,487	£8,111	12,819
March	48,123	£9,409	14,870
Total	**532,542**	**£104,118**	**164,856**

This can be compared with similar month-on-month figures from the financial period 2024 to 2025.

2024-25	Usage (kWh)	Cost (£)	Carbon dioxide equivalent (CO_2e)
November	50,778	£9,928	15,690
December	44,810	£8,761	13,846
January	42,895	£8,386	13,254
February	37,448	£7,322	11,572
March	42,765	£8,361	13,215
Total	**218,696**	**£42,758**	**67,577**

There has been an overall increase in energy usage but when looked at as a cost per full-time equivalent (FTE), our energy usage has reduced.

	Total energy cost	Average FTE	Cost/FTE per year
2024-25	£42,758	99	£432
2025-26	£104,118	450	£231

With regards to the CO_2 emissions and comparing those months in 2024 to 2025 to similar months in 2025 to 2026 (period covering November to May), there is a slight fall of 493 CO_2e (which equates to a 1% reduction) across the same period in line with the Greening Government Commitment. IBCA has not made any carbon offset purchases.

Water and gas use

Both water and gas usage is included in landlord charges and is not broken down separately for reporting purposes. HMRC has overall responsibility for gas and water management across the site, and does not provide a specific breakdown for our office space in its property. We have provided an estimation of our usage based on the portion of the site that we occupy (8.57%). The estimated usage figures are below.

	Total site gas usage (kWh)	IBCA gas usage (kWh)	Total site water usage (m^3)	IBCA water usage (m^3)	Overall cost (£)
2024-25	14,702,547	1,260,008	1,106,624	94,838	£160,290
2025-26	46,345,436	3,971,804	2,972,909	254,778	£370,931

Travel

Business travel costs increased from £145,000 in the prior period to £263,411 in the financial year 2025 to 2026. Hotel and subsistence costs added a further £47,500. The increase reflects the organisation's growth and the need to maintain face-to-face engagement with the community across the UK. If this is compared as an average spend against the number of employees, this equates to an average spend of £1,465 in 2024 to 2025 compared to £585 for 2025 to 2026, demonstrating a significant drop in travel costs per employee.

We minimise travel requirements by concentrating work around our main office locations. We have no vehicle fleet and have undertaken no international air travel. We choose office locations with good public transport links in mind, to make it easy for staff to travel without relying on private vehicles.

While we are a relatively new organisation with an increasing workforce, we are still to settle into our permanent locations. Our focus this financial year has been keeping energy, water and travel use as low as possible. While there has been the expected overall increase in energy usage, it can be seen that this has been reduced as a cost per FTE since the prior period.

There is also a significant reduction in the average cost associated with travel. As we move into our more permanent locations, our reporting systems will mature as more detailed data becomes available. With increased data provisions, we will be able to better monitor our environmental impact more formally and consider how best to serve the community while continuing to reduce our footprint further.

Alignment with UN Sustainable Development Goals

IBCA recognises the importance of the UN Sustainable Development Goals. While our primary mandate is highly specific – delivering compensation to those impacted by the infected blood scandal – our core mission and operational frameworks directly support several key global goals, particularly around delivering justice, reducing inequalities and promoting wellbeing. The goals that we align to are as follows:

Core mission goals

Goal	Relevance	How IBCA aligns
Goal 1: No poverty	Many victims suffered immense financial hardship, loss of earnings and out-of-pocket care costs.	The delivery of compensation payments provides vital financial security, directly alleviating poverty or financial distress for affected households.
Goal 3: Good health and wellbeing	While IBCA does not provide healthcare, the financial compensation directly supports the wellbeing and care needs of those suffering from the long-term health impacts of infected blood.	By providing financial restitution, IBCA is contributing to the overall wellbeing, mental health support, and quality of life for those infected and their families.
Goal 10: Reduced inequalities	The infected blood scandal disproportionately impacted specific groups, leading to significant health and financial inequalities over decades.	The compensation scheme is a mechanism to reduce the financial and social inequalities suffered by the infected and affected communities. The claims process is highly accessible (for example, digital inclusion, alternative formats and support for vulnerable people making a claim) so no one is left behind in accessing their entitlement.

Core mission goals

Goal	Relevance	How IBCA aligns
Goal 16: Peace, justice and strong institutions	IBCA was established specifically to deliver restorative justice following a historical institutional failure (the infected blood scandal).	IBCA is building a strong, transparent, and accountable institution designed to deliver fair, timely and accessible compensation. We are committed to transparent decision-making, clear communication with victims, and establishing an effective appeals process.

Operational goals

Goal	Relevance and how IBCA aligns
Goal 5: Gender equality (equality, diversity and inclusion)	We are committed to building a diverse workforce that reflects the public we serve, ensuring equal pay and establishing inclusive HR policies.
Goal 8: Decent work and economic growth	As an employer, IBCA is committed to fair recruitment, paying the real living wage, providing a safe working environment, and fostering a supportive culture for staff (especially given the sensitive and potentially traumatising nature of the casework).
Goal 12: Responsible consumption and production Goal 13: Climate action	IBCA adheres to the Greening Government Commitments. We advocate for sustainable public procurement (such as choosing responsible suppliers for information technology and digital services) and minimise our environmental footprint through efficient use of office estates and promoting paperless, digital-first claims processes.

Digital and information and communication technology

IBCA has worked to develop long-term plans for areas where digital and information and communication technology (ICT) use is expected. This includes planning to use equipment that will reasonably last the duration of IBCA's operations and a preference to reuse equipment in the future where possible, such as reuse of monitors and infrastructure between office locations and giving consideration to sustainable disposal methods.

IBCA procures digital and ICT equipment and services through Cabinet Office frameworks, which give due consideration to the environmental impacts associated with supply.

Procurement

We buy goods and services using Cabinet Office and government procurement frameworks. Our contracts require suppliers to follow the Government Buying Standards where possible.

We occupy offices managed by the Cabinet Office, HMRC or the Government Property Agency depending on location. In the reporting year, our main office was at Benton Park View in Newcastle, managed by HMRC, with a second office at 1 Atlantic Square in Glasgow, also managed by HMRC.

We are moving our headquarters to Bank House in Newcastle city centre in summer 2026. The building recently won the Lord Mayors' Special Award for Regeneration, with judges recognising its impact on sustainability, design standards, growth and value.

When we move, we plan to reuse and redeploy as much furniture and equipment as possible to reduce waste.

Image: Bank House in Newcastle city centre, IBCA's new headquarters from summer 2026.

Financial performance and funding review

1 April 2025 to 31 March 2026 was the first full financial year of activity for IBCA. While operational from May 2024 and starting as part of Cabinet Office, on 1 October 2025 IBCA became an independent employer and entity. IBCA has continued to scale up its processes to meet the task of delivering compensation as quickly as possible. The increased expenditure against the prior period, seen most notably in compensation payments but also in operating expenditure, attests to this.

IBCA's scaling and independence has led to growth in its finance function, with appointment of a permanent leadership team and a growing support team in Newcastle. The move to operating platforms independent of the Cabinet Office has enabled IBCA to fully control its cash and supplier payment functions, as well as pay its own staff directly.

How we are funded

IBCA is funded by HM Treasury, through the Cabinet Office as IBCA's sponsor department.

In line with wider government funding, IBCA is funded in two categories:

- annually managed expenditure (AME) which relates to expenditure where the demand and timing is uncertain – this funds compensation payments
- departmental expenditure limit (DEL), which is funding to cover day-to-day operations, capital expenditure and legal and financial support to people making a claim

How we have used our funds

3,101

Total individuals paid in financial year 2025 to 2026 (2024 to 2025: 53)

£2bn

Total compensation paid in financial year 2025 to 2026. (2024 to 2025: £60 million)

£126m

Total operating costs in financial year 2025 to 2026. (2024 to 2025: £39 million)

IBCA draws down funding from the Cabinet Office throughout the year to cover both compensation and operational costs. Funding for compensation is separate to operational funding. IBCA has a funding settlement through the Spending Review which covers the future financial years.

The financial statements provide an account of expenditure that IBCA has recognised in the year. We have outlined below a summary of the compensation and organisational expenditure against the respective funding sources. IBCA prepares accounts on the accruals basis as is required by accounting standards and therefore values accounted for do not necessarily equate to cash values. Where significant and key to understanding a number, we will try to explain the difference.

Compensation (AME)

The government set aside £11.8 billion to cover the total estimated cost of the compensation scheme including interim payments through to March 2029. The scheme provision in these accounts reflects the updated valuation of all estimated future liabilities, less any compensation paid or interim payments made to date, Consequently, this financial provision may differ from government budget announcements, which cover specific timeframes.

Our prior year published accounts for the period to 31 March 2025 disclosed a compensation scheme provision value of £9.6 billion, representing our best estimate of remaining payments based on assumptions at the time and discounted for timing of future cash flows. During 2025 to 2026 more detailed work on our assumptions revealed that there was evidence that could have reasonably been obtained to support the estimated volume of claims at the previous reporting date and the impact was material. The provision value as at 31 March 2025 has therefore been restated within this year's financial statements to £8.0 billion. The provision is an accounting estimate that does not affect entitlement or the government's legislative requirement to pay compensation to all who are eligible. See note 1.20, note 10 and note 15 for more information.

This change has no impact on the total amount of compensation available for the scheme overall, or on any amounts which individual people making a claim will receive.

Each year, we adjust the provision to reflect payments made and any changes that affect the overall estimated compensation amount.

The table shows how the provision has moved between the end of the previous reporting period and 31 March 2026.

	Provision at 1 April 2025 (Restated)	Utilisation in year	Revaluation in year	Provision at 31 March 2026
	£million	£million	£million	£million
Undiscounted	9,843	(1,992)	1,167	9,018
Discounted	8,050	(1,992)	1,875	7,933

Payment of compensation is recognised as a 'utilisation' of the provision. In the financial year 2025 to 2026, utilisation totalling £1,992 million (2024 to 2025: £60 million) comprised the following:

- cash payments of compensation totalling £1,980 million (2024 to 2025: £60 million)
- recording the cost of providing legal and financial support, totalling £12 million (2024 to 2025: nil)

Where a claim is processed and the individual chooses to continue receiving support payments (the 'adjusted route'), the duration of payment is uncertain and the amount payable remains an estimate in the provision valuation. £1,875 million is the estimated discounted value (undiscounted value: £2,852 million) of future support payments to those whose claims have been processed, which remains within the provision balance. This includes provision in year, provision not required written back, changes in discount rate and unwinding of discount.

We are required by accounting standards to record our best estimate for the provision valuation. The model that underpins the provision valuation utilises the best data and insight available to IBCA, and has a structured governance process to change or amend assumptions and data sets. The revaluation of £1,875 million shown in the table above is based on amendments or updates to a number of key assumptions, explored in more detail in note 10 of the financial statements. The primary drivers of the revaluation in 2025 to 2026 were:

- changes in assumptions relating to choices over the core and adjusted route
- changes in assumptions of the average award for living infected never compensated people
- a reduction in estimates for those claims relating to deceased infected and affected people

We also recognised a provision for the cost of legal and financial support provided to people making a claim, totalling £90 million.

These estimates are inherently uncertain, and we continue to refine them. This is likely to lead to further revaluations over the life of the scheme. A revaluation reflects changes to assumptions – it does not affect the availability of funding to pay compensation. The government has committed to paying compensation, and everyone entitled to make a claim will receive what they are owed.

The revaluation is recognised in both the statement of comprehensive net expenditure and the statement of financial position. The revaluation recognised in the year was a net increase to the provision of £1,875 million.

Operations (DEL)

We were allocated a budget of £136 million for operational activity in the financial year 2025 to 2026 (2024 to 2025: £52.3 million). By the end of the financial year, we had recognised expenditure against the budget of £126 million. This comprised £87.1 million in resource expenditure (2024 to 2025: £21.2 million) and £38.9 million in capital expenditure (2024 to 2025: £18 million).

This excludes depreciation and amortisation totalling £5.5 million, and finance charges which relate to the accounting adjustments for leases totalling £0.2 million. These adjustments are accounted for separately as they relate to capital expenditure already incurred.

The areas of expenditure are outlined in the table below.

	Resource 2025-26	Resource 2024-25	Capital 2025-26	Capital 2024-25
	£million	**£million**	**£million**	**£million**
Staff	£40.0	£8.5	–	–
Systems development and information technology	£18.9	£1.9	£36.6	£10.4
Legal and financial support	£11.8	£0.9	–	–
Premises costs	£2.6	£1.1	£2.3	£7.6
Other (including clinical experts)	£13.8	£8.8	–	–
Total	**£87.1**	**£21.2**	**£38.9**	**£18.0**

We spent £10 million less than our budget. This was primarily due to legal and financial support costs being lower than expected. Where IBCA prioritised the IBSS registered claims in the year, opening the service to other groups happened at a later date than originally expected and therefore fewer claims overall were processed.

Looking ahead

This section covers key milestones and developments that have taken place since 31 March 2026. It sets out our plans for the year ahead as reflected in our first full-year business plan, which was approved by the Board on 7 July 2026.

Scrutiny and accountability

In June 2026, the Public Accounts Committee held a session at which our Chief Executive, David Foley, gave evidence. He spoke about the challenges of modelling the numbers of those eligible for the scheme, how lessons learned have informed IBCA's development and could help future schemes across government, and the importance of community-driven design. A transcript and video recording of the session are available on the UK Parliament website. We will respond formally to the committee's findings in due course.

Strengthening our Board

Following a fair and open recruitment process, two new non-executive directors joined the IBCA Board after 31 March 2026. Laura Bunt brings significant experience advising public bodies on digital transformation, having held leadership roles across a number of organisations. Richard Blakeway has chaired the Office for Legal Complaints and served as both Deputy Mayor for Housing in London and as Housing Ombudsman. Their appointments fill the vacancies noted at 31 March 2026 and strengthen the Board's capability as IBCA scales up delivery.

Recruitment is underway to recruit a new Chair for the IBCA Board. Sir Robert Francis' appointment as Interim Chair comes to an end in November 2026. A new Chair will be appointed to lead the Board from that point, ensuring continuity of strong governance as IBCA continues to deliver compensation for the community.

A new legislative framework

A fourth version of the regulations governing the Infected Blood Compensation Scheme subsequently came into force on 24 July 2026. These are also factored into IBCA's plan to scale up operationally.

Progress on compensation paid beyond March 2026

Since 31 March 2026, compensation payments have continued to grow.[17] As of 11 August 2026:

People asked to start their claim	5,933
People who have started the claim process	5,478
People who have received a compensation offer	3,554
Total value of offers made	£2,816,056,588
People who have been paid compensation	3,460
Total compensation paid	£2,231,639,483

Our business plan for 2026 to 2027 sets out how we will build on this progress.

17 See **ibca.org.uk/statistics** for regular progress reports on compensation payments.

Pillar 1: Compensate people

Scaling up compensation payments remains our core purpose. In 2026 to 2027, we will continue making payments across all current groups: the registered infected, the living infected never compensated, the deceased infected, and the affected. On 5 May 2026, we opened registration for deceased affected people, meaning that for the first time, families of affected people who have died can register their intent to claim.

Our ambition for this financial year is to take 5,000 claims to decision. To meet this goal, we are prioritising infected claims and will begin all claims for both living and the estates of deceased infected people who registered their intent to claim with us by 7 July 2026, as well as a number of affected claims. Our experience shows that by confirming foundational claims first, we are able to establish affected claims more quickly.

More than 50% of living infected but never compensated claims registered with IBCA as of 30 July 2026 have now begun.[18] We will also complete discovery work for supplementary payments and deliver the transfer of the IBSS to IBCA, ensuring there is no interruption to payments.

If our ambition with regards to making offers of compensation is achieved, we are likely to have made an offer to the vast majority of known living infected people and estates of known deceased infected people in the financial year 2026 to 2027.

Pillar 2: Listen and act

We will continue to put the community at the heart of everything we do. This means embedding our Community Advisory Panel and using their feedback and advice to the Board to enhance the compensation service. We will evolve our feedback mechanisms, run regular community events, and continue to improve our website based on user research and feedback.

Pillar 3: Develop organisational effectiveness

We will strengthen our internal functions including forecasting, modelling and governance, and develop our people strategies as a fully independent arm's length body. We will also refresh our policies and procedures and complete the transition of our shared services.

Pillar 4: Plan for the future

We continue to prepare a longer-term strategy for the organisation, making sure we have the capability and capacity to deliver compensation for every eligible person.

David Foley
Chief Executive Officer and Accounting Officer

Infected Blood Compensation Authority

04/09/2026

18 Data is correct as of 10 August 2026 but is subject to change in future statistical releases.

Part 2
Our accountability report

Introduction

The purpose of the accountability report is to report key accountability requirements to Parliament.

The accountability report has three sections:

- corporate governance report
- remuneration and staff report
- parliamentary accountability and audit report

The corporate governance report explains the composition and organisation of IBCA's governance structures and how they support the achievement of IBCA's objectives.

The corporate governance report comprises:

- the directors' report
- the statement of Accounting Officer's responsibilities
- the annual governance statement

The remuneration and staff report sets out IBCA's remuneration policy for Board members and how that policy has been implemented. In addition, the report provides details on remuneration and staff that are fundamental to demonstrating transparency and accountability.

The parliamentary accountability and audit report brings together the key parliamentary accountability disclosures, including the certificate and report of the Comptroller and Auditor General to the House of Commons.

Corporate governance report

Introduction

This corporate governance report provides an update on IBCA's internal control structure and the management of our resources within the context of a maturing organisation, which became an independent employer in October 2025. IBCA continues to grow, developing its service and internal procedures at pace alongside delivery.

IBCA has complied with its obligations under the Public Bodies (Admission to Meetings) Act 1960 and demonstrated its commitment to openness with the first quarterly public Board meeting held in February 2026. The report takes account of this changing context, while detailing the ways in which IBCA has developed and improved its governance and risk management in the last 12 months.

Governance organogram

Cabinet Office Principal Accounting Officer

Represents central government oversight and financial compliance.

IBCA Accounting Officer

Chief Executive

Panels and committees

Advises

Primary strategic advisory panels

- Community Advisory Panel
- Clinical Advisory Panel

Committees

Assurance committees of IBCA

- Remuneration Committee
- Audit, Risk and Assurance Committee
- Quality, Finance and Performance Committee

Board

Responsible for setting ultimate strategy and oversight parameters.

- Chair
- Deputy Chair
- Chief Executive
- Three to six non-executive members
- Two to five executive members

Executive Committee

Oversees implementation, pipeline execution and daily operation metrics.

- Chief Executive
- Six executive directors
- Chief of Staff

Corporate Services Sub-Committee

Delegated execution sub-committee managing back-office structures, resources and corporate operations.

Service Delivery Sub-Committee

Delegated execution sub-committee managing direct workflows, claim audits and client payout delivery.

Directors' report

The IBCA Board is chaired by Sir Robert Francis. On 31 March 2026, the Board had five non-executive directors (including the Chair) who were appointed via direct appointment on an interim basis. Since then, we have filled the two non-executive vacancies on the Board through a fair and open recruitment process.

Four members of the IBCA ExCo also sit on the Board as members, with additional executive directors attending as required by the agenda.

The Board's responsibilities include setting the strategic direction, reviewing overall performance and delivery, and ensuring good governance. It delegates management responsibility of operations to the Chief Executive (who chairs IBCA's ExCo) and holds staff to account by monitoring performance against priorities and making sure resources are used effectively and efficiently.

Committees of the Board, led by non-executive directors, provide additional assurance to the wider Board that the organisation's operations support Board priorities. The Board has received advice and assurance from its Audit, Risk and Assurance Committee (ARAC) and Remuneration Committee. The Quality, Finance and Performance Committee was established shortly after the financial year end, with terms of reference confirmed in April 2026.

IBCA maintains a register of Board members' interests, which contains details of company directorships and other significant interests held by Board members. The register of interests is on our website.[19]

19 Infected Blood Compensation Authority: Register of interests. Available at: **www.ibca.org.uk/register-of-interests**

IBCA Board at 31 March 2026

Interim Chair
Sir Robert Francis KC

Interim Deputy Chair and Senior Independent Director
Sir Rob Behrens

Interim Non-Executive Director (Chair of Quality, Finance and Performance Committee)
Deborah Harris-Ugbomah FCA

Interim Non-Executive Director (Chair of ARAC)
Russell Frith

Non-Executive Director (Chair of Remuneration Committee)
Helen Parker

Chief Executive Officer
David Foley

Chief Finance Officer and Director of Corporate Services
Daniel Hancock

Chief Operating Officer and Director of Operations
Sindy Skeldon OBE

Director of Digital and Service Design
Celine McLoughlin

Two non-executive directors, Gillian Fairfield and Paula Sussex, left the IBCA Board during 2025. This left two vacancies which had not yet been filled at the end of the reporting period. Following the departure of Gillian Fairfield, Helen Parker became Chair of the Remuneration Committee. Additionally, the Interim Director of Corporate Services and Chief Finance Officer, Richard Hornby, left IBCA in June 2025, with the substantive Corporate Services Director and Chief Finance Officer (Daniel Hancock) joining in January 2026. While permanent recruitment was underway, finance leadership was provided by Caroline Patterson, Cabinet Office Chief Finance Officer, and supported by IBCA's Deputy Director of Finance in the interim.

During the reporting period, there have been additional leadership changes. David Foley, Celine McLoughlin and Sindy Skeldon have been appointed to their roles permanently. Furthermore, in March 2026 Sindy Skeldon was assigned the responsibility of Chief Operating Officer and Director of Operations, overseeing all aspects of the IBCA service.

Freedom of information requests

During the reporting period, IBCA received 68 requests under the Freedom of Information Act 2000. Of those requests falling due within this reporting year, all but one received a response within the statutory deadline.

In addition to the above, IBCA is currently implementing a publication scheme, which will provide a transparent and proactive approach to the disclosure of information we hold, in accordance with section 19 of the Freedom of Information Act 2000. It details what exists and what can be disclosed, with a view to ensuring publication of relevant information at the earliest opportunity.

Correspondence

Our correspondence function forms an integral part of the public face of IBCA.

We receive and respond to emails, letters and phone calls from individuals, organisations, parliamentarians and stakeholders. We respond to requests for information and advice on a wide range of issues, including complaints.

From April 2025 to the end of March 2026, the total number of written correspondence queries we received was 8,600. These consisted of emails from the public and community, requests from parliamentarians, and treat-official correspondence.

We handled 6,325 helpline calls with a further 2,349 calls to register intent to claim. We answered 99% of all calls. As of 20 April 2026, complaints are handled separately by our service integrity and improvement team.

External complaints

During the 2025 to 2026 financial year, we managed 85 complaints, successfully resolving 99% within our internal 15-day service level agreement. Just seven complaints escalated beyond the initial stage.

The majority of expressions of dissatisfaction related to perceived delays in claims initiation, and we have taken proactive steps to address this.

Following a comprehensive review, we updated our complaints procedure, improved internal processes and established a dedicated complaint resolutions team specially trained by the Parliamentary and Health Service Ombudsman.[20]

Complaints to the Parliamentary and Health Service Ombudsman

During the period there were no complaints relating to IBCA.

Statement of Accounting Officer's responsibilities

Under the Victims and Prisoners Act 2024, the Minister for the Cabinet Office, with the consent of HM Treasury, has directed IBCA to prepare for each financial year a statement of accounts in the form and on the basis set out in the Accounts Direction. The accounts are prepared on an accruals basis. They must give a true and fair view of the state of affairs of IBCA and of its income and expenditure, and a statement of financial position and cash flows for the financial year.

In preparing the accounts, the Accounting Officer is required to comply with the requirements of the Government Financial Reporting Manual, and in particular, to:

- observe the Accounts Direction issued by the Secretary of State, with the consent of HM Treasury, including the relevant accounting and disclosure requirements, and apply suitable accounting policies on a consistent basis
- make judgements and estimates on a reasonable basis
- state whether applicable accounting standards as set out in the Government Financial Reporting Manual have been followed, and disclose and explain any material departures in the financial statements
- prepare the financial statements on a going-concern basis
- take personal responsibility for the annual report and accounts and confirm the judgements required for determining that they are fair, balanced and understandable

The Principal Accounting Officer of Cabinet Office has appointed the Chief Executive as Accounting Officer of IBCA. The responsibilities of the Accounting Officer include the propriety and regularity of the public finances, for which the Accounting Officer is answerable, keeping proper records and safeguarding IBCA's assets. These responsibilities are set out in Managing Public Money, published by HM Treasury.[21]

The Accounting Officer has taken all the steps that should be taken to make himself aware of any relevant audit information and to establish that IBCA's auditors are aware of that information. There is no relevant audit information of which the auditors are unaware.

20 Infected Blood Compensation Authority: Make a complaint. Available at: **https://ibca.org.uk/complaints**

21 HM Treasury (2026): Managing Public Money. Available at: **www.gov.uk/government/publications/managing-public-money**

There are no departures from the Corporate Governance Code to report.[22]

Annual governance statement

Our corporate governance structures and information on how we are required to report to Parliament are set out in the Victims and Prisoners Act 2024. The relationship with our sponsor department, Cabinet Office, is agreed through a framework document, which contains details of my responsibilities as the Accounting Officer of IBCA.[23]

The framework document was published on 10 March 2025. Our annual report and accounts are laid before Parliament by the Cabinet Office.

Our internal governance framework has been developed in line with Cabinet Office's 'Code of Best Practice for Board Members of Public Bodies' and the UK government's 'Corporate Governance in Central Government Departments: Code of Good Practice', in so far as requirements are relevant to IBCA's status or circumstances. It comprises the systems, processes and values within which we operate. This document is currently being updated to reflect the more sophisticated and maturing governance landscape in IBCA since its departure from Cabinet Office programme management. Furthermore, IBCA puts additional emphasis on fairness and ethical considerations as it looks to deliver the organisation's mission.

Our governance standards ensure that we comply with the requirements of Managing Public Money.

The specific role, responsibilities and functions of the Board and its committees are set out in our internal governance framework. It also references the Code of Conduct for Board Members of Public Bodies, which outlines how we handle allegations and complaints against Board members. At the date of publication we have no investigations being handled through this process.

Board members are expected to demonstrate integrity, honesty, objectivity and impartiality in line with the Nolan Principles of Public Life. They are required to disclose any relationship that could be or be perceived to be a conflict when participating in Board decisions. We maintain a register of Board members' interests.[24] A declaration of interests is a standing item on Board agendas, with Board members reminded to keep the register up to date and declare any potential interests in advance of meetings.

IBCA continues to monitor and evolve the quality of information provided to the Board and ExCo to support effective decision-making.

22 HM Treasury and Cabinet Office (2017): Corporate Governance Code for Central Government Departments. Available at: **www.gov.uk/government/publications/corporate-governance-code-for-central-government-departments-2017**

23 Cabinet Office (2025): Infected Blood Compensation Authority framework document. Available at: **www.gov.uk/government/publications/infected-blood-compensation-authority-ibca-framework-document**

24 Infected Blood Compensation Authority: Register of interests. Available at: **https://ibca.org.uk/register-of-interests**

IBCA Board

At the reporting date of 31 March 2026, the Board comprised five non-executive members (including the Chair) and four executive members.

The Board's role is to set IBCA's strategic direction and review performance and delivery. Throughout the year, the Board focused on scaling up compensation delivery and opening the service to all groups, including the implementation of the recommendations in the Infected Blood Inquiry's Additional Report (specifically regarding group prioritisation, legal support, and the establishment of community and clinical advisory panels). Standing items at meetings include an update from the Chief Executive on delivery, and a strategic delivery report outlining key strategic risks and performance updates. Within the reporting period, other items that were regularly discussed include the transition to becoming an independent employer, the launch of digital claim services and risk management protocols. The minutes also highlight IBCA's commitment to transparency and safeguarding, documenting how they engage with affected communities to co-design application processes.

Board effectiveness

While the Board has as yet made no single overarching assessment of the materials it receives, it regularly provides specific feedback regarding clarity and content, enabling paper authors and ExCo iteratively to improve both the content it provides and its presentation.

IBCA's first Board effectiveness review will take place later in 2026. This fulfils the organisation's requirement to complete this review, and will allow a holistic review of the skills profile and ways of working of the Board in its complete form (including committees). Within this, the Board will assess its compliance with the Corporate Governance Code. Attendance at meetings is shown below.

Board members	**IBCA Board – formal meeting attendance**	**ARAC – formal meeting attendance**	**Remuneration Committee – formal meeting attendance**
Sir Robert Francis – Interim Chair	13/13		2/3[25]
Sir Rob Behrens – Interim Deputy Chair	12/13		
Russell Frith – Interim Non-Executive Director (Chair of ARAC)	13/13	4/4	

25 From 4 December 2025.

Board members	IBCA Board – formal meeting attendance	ARAC – formal meeting attendance	Remuneration Committee – formal meeting attendance
Gillian Fairfield – Interim Non-Executive Director (until 15 September 2025: previous Chair of Remuneration Committee)	8/10		4/4
Deborah Harris-Ugbomah – Interim Non-Executive Director	13/13	2/4	7/7
Helen Parker – Interim Non-Executive Director (Chair of Remuneration Committee from 16 September 2025)	12/13		7/7
Paula Sussex – Interim Non-Executive Director (until 31 July 2025)	6/8	2/2	
David Foley – Chief Executive Officer	13/13		
Richard Hornby – Interim Director of Corporate Services (until 30 June 2025)	4/6		
Caroline Patterson – Cabinet Office Chief Finance Officer and Acting Interim Chief Finance Officer (from 1 July to 31 December 2025)[26]	6/7		
Celine McLoughlin – Director Digital and Service Design	13/13		
Sindy Skeldon – Chief Operating Officer and Director of Operations	12/13		
Dan Hancock – Chief Finance Officer and Director of Corporate Services (from 1 January 2026)	1/1		

26 Caroline Patterson, Cabinet Office Chief Finance Officer, provided interim support to IBCA and remained a Cabinet Office employee. Caroline attended the Board on 17 July 2025 prior to becoming a Board member in the subsequent meeting.

Committees of the Board

Audit, Risk and Assurance Committee

The ARAC supports the Board, and the Chief Executive as Accounting Officer, by providing independent advice and challenge. It gives assurance that governance arrangements, risk management approaches and control frameworks are in place and effective.

The committee operates in line with the guidance and good practice principles set out in HM Treasury's 'Audit and Risk Assurance Committee Handbook' (March 2016) and the Cabinet Office's 'Code of Conduct for Board Members of Public Bodies' (June 2019). The ARAC is chaired by Russell Frith, Interim Non-Executive Director.

In the period to 31 March 2026, the ARAC met four times, with three additional discussions focused on the progression of the 2024 to 2025 annual report and accounts. The ARAC considered:

- the outcomes and recommendations of internal and external audits
- the development of IBCA's risk management framework including risk appetite and tolerance
- data protection
- fraud controls
- development of the IBCA finance function
- the resourcing and resilience of key IBCA teams

In addition to members of the IBCA Board and staff, ARAC meetings are attended by representatives of the National Audit Office and the Government Internal Audit Agency (IBCA's external and internal auditors respectively). The Government Internal Audit Agency assessed a variety of IBCA's functions in the year, including:

- a review of IBCA's set up and governance
- enterprise resource planning capability, with a particular view on system migration as IBCA became an independent employer
- counter fraud
- information management
- compliance with compensation scheme regulations
- business critical modelling
- accounts payable

During the year, the ARAC paid particular attention to the launch of the test and learn preparations for the remaining groups focusing on being assured in areas of identity verification and fraud risk assessment. Updates on ARAC matters are provided to the following Board meeting.

The ARAC did not have enough attendees for two meetings in this reporting period. On these occasions, the committee continued to meet but not in a decision-making capacity. It is anticipated that the recruitment of two non-executive directors will mitigate against this risk as IBCA enters the 2026 to 2027 reporting period.

Remuneration Committee

The Remuneration Committee advises the Board on remuneration, benefits and allowances, reviewing strategy and policies annually. The first meeting was held on 7 April 2025.

In the period to 31 March 2026, the Remuneration Committee met seven times. It provided assurance and recommendations to IBCA on recruitment and talent attraction, and changes to workforce and recruitment practices following IBCA's independence from Cabinet Office.

Quality, Finance and Performance Committee

On 31 March 2026, work was progressing to establish a Quality, Finance and Performance Committee of the Board to provide scrutiny and assurance over the service IBCA provides.

Executive Committee

The Chief Executive is supported by ExCo, which provides strategic and operational leadership in the delivery of IBCA's objectives.

At 31 March 2026, ExCo consisted of:

Chief Executive
David Foley

Director of Communications and Engagement
Rachel Forster

Chief Finance Officer and Director of Corporate Services (from 1 January 2026)
Daniel Hancock

Director of Data
John Kelly

Director of Digital and Service Design
Celine McLoughlin

Director of Human Resources (from 17 November 2025)
Jill Moore

Interim Director Strategy and Policy (from 8 January 2026)
Hannah Probert

Chief Operating Officer and Director of Operations
Sindy Skeldon

Other members in the relevant reporting period include:

- Caroline Patterson – Acting Interim Chief Finance Officer (from July 2025 to January 2026), supported by Cabinet Office Head of Finance Leslie Gilbert at formal ExCo Governance meetings
- Catherine Webster – Interim Chief of Staff (to December 2025)
- Gill Nicholson – Interim Director of Human Resources (to May 2025)
- Mark Hitchen – Interim Director of Human Resources (from May to November 2025)
- Rich Hornby – Interim Chief Finance Officer (to June 2025)
- Shainila Pradhan – Director of Cabinet Office IBCA Delivery Programme Team (to December 2025)

ExCo meets on a weekly basis, is chaired by the Chief Executive, and includes IBCA's directors and the Chief of Staff. It is responsible for decision-making and oversight of delivery and performance against the strategic objectives set by the Board. ExCo is also responsible for change management, financial stewardship and risk, people matters, and organisational culture and reputation.

In October 2025, with the necessary structures in place for IBCA to operate as an independent employer, the Cabinet Office IBCA delivery programme team closed. ExCo has consequently transitioned away from a focus on programme governance to centre on agility and high-level oversight.

Across 50 weekly meetings in the financial year 2025 to 2026, ExCo heard and discussed over 180 papers, broadly categorised in the following ways.

Performance, delivery and risk management

19%

Recurring monitoring items, including the strategic delivery report, performance reports and risk logs.

HR, workforce, wellbeing and estates

19%

Including organisational design, recruitment, physical estates and leases, and employee wellbeing.

Communications, engagement and user consultants

14%

Community feedback, overarching engagement strategies and regular user consultant sessions.

Digital, data, technology and service rollouts

14%

Development of the actual service platforms, including alpha or private beta launches.

Policy and safeguarding

11%

Development of operational policy and guidelines including safeguarding.

Finance, commercial, and legal or financial support

11%

Managing internal budgets, and the procurement and tracking of external services including legal and financial support.

Information management, data protection and security

6%

Establishing how the organisation secures and controls its data.

Corporate governance, audit and compliance

4%

Ensuring statutory obligations are met through a functioning corporate structure.

Business appointments

During the period 2025 to 2026, IBCA continued to use the Cabinet Office policy for business appointment rules. Following advice from the Cabinet Office and the Civil Service Commission, IBCA has now developed its own policy and processes (post-employment restrictions) which will be launched in July 2026. The policy principles fully align to the business appointment rules, but are not governed by the Civil Service Commission (formerly the Advisory Committee on Business Appointments) as the Commission has no oversight for non-departmental public bodies.

The business appointment rules set out the process to be followed to obtain approval when any employee wishes to leave the organisation to accept a role outside of the Civil Service. The rules apply for one or two years (depending on grade) after an employee has left employment.

The purpose of the rules is to avoid any suspicion that an appointment might be a reward for past favours, the risk that an employer might gain an improper advantage by appointing a former official, and the risk of a former official improperly exploiting privileged access to contacts.

As a non-departmental public body, IBCA aligns to the business appointment rules but is not covered by them. Instead, it has its own policy and governance: the IBCA Post-Employment Restrictions.

Risk management

IBCA maintains a proportionate framework for risk management and internal control, and complies with the main principles of HM Treasury's Orange Book.[27] The Accounting Officer, Board, ExCo and ARAC have oversight of these arrangements, including review of their effectiveness. Directors act as senior risk owners and are responsible for identifying, assessing and managing risks and controls within their area.

The framework supports regular consideration of principal and emerging risks through reviews, cross-organisational forums, committee reporting and links with planning and performance cycles.

Risk appetite and tolerance are used to inform assessment, escalation and prioritisation. This supports balanced decision-making, recognising the need to deliver compensation as quickly as possible while maintaining appropriate controls, protecting the data of people making a claim and safeguarding public funds.

Noting the importance of IBCA's mission and the need to make sure as many victims of the scandal are compensated in their lifetime as possible, in July 2025, the Cabinet Office agreed that an increase in IBCA's risk appetite was 'appropriate and necessary'. The Cabinet Office's Principal Accounting Officer wrote to IBCA's Chief Executive detailing that, in order to accelerate payments, the Cabinet Office would be willing to accept increased propriety and value for money risks while requiring IBCA to maintain appropriate mitigations.

Assurance is supported by the three lines model. Operational teams own and manage risks and controls as part of day-to-day delivery. The Accounting Officer receives internal assurance through IBCA's governance structure, including regular reporting on risk, performance and delivery to ExCo, the Board and relevant sub-committees. Second-line functions provide oversight, advice and challenge, and independent assurance is provided through internal audit and external review activity.

The effectiveness of IBCA's risk management framework is subject to ongoing review. Where gaps, weaknesses or control issues are identified, improvement actions are agreed, monitored and escalated as appropriate.

IBCA's key principal risks are detailed in the risk, sustainability and procurement section of the performance report. They primarily centre on the rapid and accurate delivery of compensation, legal challenge, workforce planning and safeguarding public funds against fraud. These risks are continuously monitored, mitigated and escalated through the governance channels outlined above.

Internal audit

IBCA received its internal audit service from the Government Internal Audit Agency. This is provided under the supervision of the Group Chief Internal Auditor for the Centre of Government. The Government Internal Audit Agency reviewed our central risk register and strategic risks in February 2025, and developed an annual internal audit plan which was agreed by the ARAC to be delivered in 2025 to 2026.

27 HM Treasury (2026): The Orange Book Management of Risk – Principles and Concepts. Available at: **www.gov.uk/government/publications/orange-book**

IBCA's internal audit function is provided by the Government Internal Audit Agency, an executive agency of HM Treasury. It undertakes its internal audit work in accordance with the Global Internal Audit Standards.

For the year ended 31 March 2026, the Government Internal Audit Agency provided IBCA with a 'moderate' annual opinion on the adequacy and effectiveness of IBCA's framework of governance, risk management and control. The opinion was informed by the delivery of the approved risk-based internal audit plan.

A moderate opinion means that some improvements are required to enhance the adequacy and effectiveness of the framework of governance, risk management and control. The opinion recognised the progress made in establishing the governance and control arrangements expected of a new public body, while identifying areas where those arrangements require further development and embedding as IBCA continues to grow.

Management has agreed action plans in response to the recommendations arising from the work. Progress is monitored by the Portfolio Office through the Service Delivery Committee, the Corporate Services Sub-Committee and ExCo, with the status of actions reported to the ARAC.

External audit

IBCA's external auditor is provided on behalf of Parliament by the Comptroller and Auditor General (C&AG), supported by staff from the NAO. As part of the process, representatives from the National Audit Office see all ARAC papers and attend its meetings.

In the prior period, the NAO issued a qualified opinion with a limitation of scope in respect of the provision valuation relating to three of the four groups. IBCA has taken significant steps to improve assumptions relating to all groups and elected to adjust the opening balances relating to the three groups. This action has allowed the NAO to gain sufficient assurance over the balances reported with the C&AG issuing an unqualified opinion on the 2025-26 financial statements. Further details can be found in the C&AG's certificate and report on page 116.

In April 2026, the NAO published a review of the government's compensation and financial recognition schemes, which included the Infected Blood Compensation Scheme within its scope (Part 4).[28] This report provided a factual, descriptive account of the scheme's and IBCA's progress, acknowledging the community's concerns regarding the lack of clear timescales as to when people will receive their compensation.

28 National Audit Office (2026): Government's compensation and financial recognition schemes. Available at: **www.nao.org.uk/wp-content/uploads/2026/04/governments-compensation-and-financial-recognition-schemes.pdf**

This report was followed on 4 June 2026 by a session of the Public Accounts Committee, at which IBCA's Chief Executive Officer spoke about the challenges of modelling the numbers of those eligible for the scheme, how lessons learned have informed IBCA's development and could help future schemes across government, and the importance of community-driven design. A video recording and transcript of the Public Accounts Committee hearing are available on the UK Parliament website.[29]

Key findings and recommendations relevant to IBCA are taken forward through IBCA's governance, risk and assurance frameworks and developed, where appropriate, into actionable plans.

29 Parliament UK (2026): Public Accounts Committee oral evidence: government compensation schemes. Available at: **https://committees.parliament.uk/oralevidence/17665/html**

Fraud risk estimate

IBCA is acutely aware of the fraud risks associated with the compensation scheme, particularly given the size of payments due to be made. While the average loss to fraud and error in the public sector typically ranges from 0.5% to 5% of overall costs, we do not anticipate scheme losses to reach that level. To date, we have no confirmed fraud losses and every claim has been worked by an individual claims manager with 100% assurance checks by a quality team, a financial assurance officer, and an ID verification check on 100% of claims by our fraud team.

We are actively developing a fraud risk estimate. However, this calculation is complicated by the fact that in most cases, IBCA has no further contact with people making a claim once a decision is made that they meet the balance of probabilities threshold and a payment is made. The risk environment is also expected to increase in complexity as the scheme expands into the affected group, where documentary evidence is less readily available.

IBCA has been building a robust counter-fraud capability from the outset, including recruiting a dedicated team of specialist officers and working with the Public Sector Fraud Authority to document risk throughout. Fraud prevention is incorporated into our strategic objectives, with associated planned mitigations scrutinised by ExCo and the ARAC. We are currently developing a financial exposure model to accurately measure and manage potential fraud risks, and a more advanced monetary value fraud and error measure involving randomly selected end-to-end case reviews. These ongoing developments demonstrate IBCA's commitment to building strong assurance processes around this maturing organisation.

Cyber security governance: strengthening Board and Accounting Officer assurance

IBCA provides objective assurance to the Board and Accounting Officer on cyber security and operational resilience through a strong governance structure. This is anchored by security risk management, which systematically identifies and measures threats. By aligning our risk appetite with technical controls, we give leadership a clear, data-driven view of our security position, ensuring strategic spending and decision-making are based on a precise understanding of evolving threats.

Led by our cyber and information management team, our defence strategy protects our data services, digital infrastructure, and cloud environments. We extend this security into our physical offices to ensure a safe and cyber-resilient environment for our staff, backing it up with comprehensive cyber training so our team can uphold the privacy and protect the information of those IBCA supports. This is reinforced by personnel security, which requires rigorous vetting for every individual with privileged network access. We also apply strict oversight to third-party suppliers, ensuring our supply chain meets the same exacting security standards as our internal teams. Technical security reviews and testing ensure that the services we provide are protecting the personal information of individuals.

The effectiveness of our technical defences relies on capability, capacity and resources. Our cyber functions are equipped with specialist expertise and modern tools to defend against sophisticated attacks. This is balanced by strict information management, which governs how data is classified, stored and handled to protect sensitive information throughout its lifecycle. This structured control provides the Accounting Officer with evidence that our digital assets comply with statutory obligations.

Ultimately, IBCA's resilience is sustained by our security culture, reinforced through education and awareness. We foster a high-vigilance environment where security is a core organisational value, enabling trained employees to become a proactive extension of our defensive architecture. Through these security domains, our assurance processes keep the Board fully informed of our overall security posture. We provide clear oversight on emerging risks and material security incidents, ensuring the Board has the visibility needed to govern effectively while embedding continuous learning across our operations.

Looking after information: data governance

IBCA's data governance team consists of four workstreams, which work together to underpin a safe and secure strategy for using data to its fullest potential. The compensation scheme depends on data to operate, and we collect this from a wide variety of stakeholders to support people claiming compensation using all of the evidence available.

The four workstreams are as follows.

Data protection: As part of assessing claims for compensation, IBCA receives extremely sensitive personal information, including details about health conditions, finances and family relationships. It is therefore imperative that we take data protection extremely seriously. We have appointed an experienced Data Protection Officer to lead on this area, and to make sure that the organisation receives top-quality advice and is appropriately held to account.

Data acquisition and quality:
We must have evidence (data) to make a decision on compensation claims. This information is held by many different organisations across the UK, including the NHS, government departments, local councils and the courts. Our team is focused on finding this evidence, using our legal powers to effectively get the information we need, and working with these organisations to set up quick, efficient and secure ways of sharing data.

Knowledge and information management: Once we have the data that we need, we need to store it securely and ensure that only the right people have access to it. We also need to make sure we are keeping the right documents for the right length of time, and that our staff have the tools, training and support to use the information we hold effectively.

Information rights and disclosure: As a public authority, IBCA complies with obligations under both the Freedom of Information Act 2000, as well as the UK General Data Protection Regulation. We are committed to operating as transparently as possible, so that the public can be kept informed about our operations and performance. This team applies these legal frameworks to people seeking information about IBCA, to ensure we are disclosing material to the fullest extent the law permits. The team also administers our publication scheme, to select information to be shared proactively which would be of the greatest benefit to the public. This information should never disclose personal details.

The data governance team continues to work with the NHS and Health and Social Care Northern Ireland to facilitate the preservation and retrieval of medical evidence so that everyone has the best possible opportunity to present their claim for compensation.

In 2026 to 2027, we will build on our work to date to help build and support the claims process for those who are affected, those who are deceased infected and those who have not previously received compensation. We are here to give IBCA the assurance to work safely, while it delivers compensation to infected blood victims as quickly as possible.

Data protection

Effective information management and governance, including the protection of information assets containing personal and sensitive data, is a priority for us. We have strong professional data governance arrangements in place. A member of ExCo acts as the Senior Information Risk Owner ensuring organisational information risk is properly identified and managed, and appropriate assurance mechanisms exist to support the effective management of information risk.

IBCA is registered with the Information Commissioner's Office (reference: ZB786499) and is listed as an individual public authority under Schedule 1 of the Freedom of Information Act. IBCA has appointed a statutory Data Protection Officer as required by section 69(1) of the Data Protection Act 2018. We have a published privacy notice, available at **ibca.org.uk/privacy**, which details our processing activities and what that means for the individuals whose personal data is collected and processed by us.

IBCA complies with its data protection by design requirements by undertaking data protection impact assessments for all potentially high-risk data processing activities, to mitigate data protection issues or risks and ensure compliance. This includes ensuring contracts and data-sharing agreements are in place where required by law when instructing a data processor, or as a matter of best practice when sharing data with another data controller. IBCA also has mechanisms in place to ensure the personal data we hold is kept securely, using role-based access controls to ensure that personal data is only accessed by those who legitimately need to see it. To support this, all our people are required to complete mandatory online training covering both data protection, cyber security and information management on an annual basis.

During the financial year 2025 to 2026, IBCA reported two data breaches under either Articles 33 or 34 of the UK General Data Protection Regulation. Both instances involved a data incident related to a specific data subject and on both occasions the Information Commissioner's Office did not recommend any further action be taken.

To the end of March 2026, we received 66 subject access requests from the general public, and two from IBCA employees. The subject access requests from the public were all responded to within the agreed time limit. The two subject access requests relating to IBCA as an employer were not responded to within the initial one-month limit due to complexity of response, but were responded to within an extended three-month limit.

These two subject access requests were not extended within the statutory timeframe due to internal restructure where the handling of employment-related data requests transitioned between directorates, To prevent future delays, a robust new management process and a comprehensive staff training package have since been implemented.

Whistleblowing

In January 2026, IBCA introduced the Raising a Concern Policy, covering how colleagues can speak up to raise concerns or raise a whistleblowing issue. We are committed to high standards of conduct in everything we do in IBCA, whether that is in the way we treat each other, or how we interact with the communities we serve. We want to ensure that we are a trusted and respectful place to work and organisation to interact with, so ensuring that issues can be raised effectively and with confidence is important to us.

We have created a Board-level speak up champion, currently Sir Rob Behrens, to ensure that concerns can be raised at Board level where appropriate. We also have three speak up advisors who provide confidential and independent peer support for colleagues seeking advice on how to raise a concern or manage disputes in the workplace.

In November 2025, all colleagues were invited to attend sessions covering the Raising a Concern Policy and practice as part of calendar events to mark Speak Up Week, ensuring that ahead of the policy being launched, everyone was aware of how to use it, what to expect from the policy and when they may want to consider using it.

We have also trained a group of decision makers to ensure that where concerns are raised, we can deal with these with independence, fairness and respect for all involved.

IBCA will continue to ensure we embed a culture where colleagues feel safe to raise concerns and know that they will always be taken seriously and investigated independently in line with our policy.

Accounting Officer's assurance

As Accounting Officer, I have responsibility and accountability for IBCA, its management, the efficient use of public funds and stewardship of its assets. I'm responsible for ensuring IBCA has systems of governance, risk management and internal control in place and for reviewing the effectiveness of these systems.

In July 2025, IBCA was encouraged by the Cabinet Office to act to increase the speed and volume of payments delivered. The Principal Accounting Officer of the Cabinet Office acknowledged that this would entail IBCA operating with a higher level of risk tolerance than would normally be allowed under guidance as set out in Managing Public Money. The rationale for this approach was set out in letters to the chairs of the Public Accounts Committee and Public Administration and Constitutional Affairs Committee. We acted to prioritise the development of the service, committing to the delivery of payments to a wider range of people making claims before the end of 2025 – a commitment we met.

While IBCA continues to use a small-scale 'test and learn' approach to the development of the service, progress has been made to scale up and this will continue through the coming year.

The system of internal control reflects good practice. While considerable progress has been made to further mature governance and risk management in the last year, this is balanced against the need to scale up more quickly and develop our processes on the move. It identifies and manages risk, rather than eliminating all risk of failure – we wish to scale up more quickly and our risk tolerances reflect this. It provides reasonable but not absolute assurance of effectiveness, supporting the achievement of our aims and objectives, while safeguarding our funds and assets, in line with Managing Public Money. It can therefore only provide reasonable and not absolute assurance of effectiveness.

My review is informed by:

- regular review and discussion of internal controls at the ExCo meetings
- formal assurances received from the executive leadership team throughout the year
- work carried out by the Board
- assurance received from external audit opinions
- information from our risk management function
- assurances provided by the chair of the ARAC and wider Board

Accounting Officer's conclusion

During this reporting period, IBCA has moved out of Cabinet Office programme management, developing and scaling up its own systems and controls. I have considered the evidence provided during the production and review of the annual governance statement, and the independent advice and assurance provided by the ARAC. I am content that a good system of internal control, which was robust and fit for purpose, including the maintenance of an appropriate structure for managing risk, was in place for the period ended 31 March 2026.

Considering the assurances I've received along with other evidence available to me, I conclude that we have satisfactory governance and risk management systems in place with effective plans to ensure continuous improvement of our control framework. I confirm that the annual report and accounts are fair, balanced and understandable.
I take responsibility as Accounting Officer for the judgements made to ensure that they are fair, balanced and understandable.

David Foley
Chief Executive Officer and Accounting Officer

Infected Blood Compensation Authority

04/09/2026

Remuneration and staff report

This report sets out the policy on remuneration and provides details on remuneration and staff that Parliament considers key to accountability. IBCA is operationally independent from the government and is sponsored by the Cabinet Office. Although IBCA has had the legal power to employ staff since its creation on 24 May 2024, it was unable to operate as an independent employer until 1 October 2025 when it established the administrative functions associated with the employment of staff. As such, the Cabinet Office hosted IBCA staff and was their legal employer until the first tranche of staff were transferred to IBCA on 1 October 2025. A second tranche remained employed by the Cabinet Office until they were transferred to IBCA on 1 January 2026.

Remuneration report

Remuneration policy

The pay of senior civil servants is set by the Prime Minister following independent advice from the Review Body on Senior Salaries. The Review Body may, if requested, also advise the Prime Minister from time to time on peers' allowances and on the pay, pensions and allowances of ministers and others whose pay is determined by the Ministerial and Other Salaries Act 1975.

The Review Body on Senior Salaries takes a variety of factors into consideration when formulating its recommendations. These include:

- the need to recruit, retain and motivate suitably able and qualified people
- regional and local variations in labour markets and their effects on the recruitment and retention of staff
- government policies for improving public services, including the requirement on departments to meet the output targets for the delivery of departmental services
- the funds available to departments as set out in the government's departmental expenditure limits
- the government's inflation target
- the evidence it receives about wider economic considerations and the affordability of its recommendations

Further information about the work of the Review Body on Senior Salaries can be found on GOV.UK.[30]

30 Review Body on Senior Salaries: **www.gov.uk/government/organisations/review-body-on-senior-salaries**

IBCA does not employ civil servants, and its senior staff are not in scope of the Review Body's remit. However, any annual pay increase or decision to award performance-related pay to such staff should be considered alongside and according to the same general principles that apply to the Senior Civil Service (SCS). Sponsor departments are accountable for enforcing this.

The remuneration of IBCA's Chair was determined by the Cabinet Office and HM Treasury on his appointment. The remuneration of remaining non-executives was determined by the Chair, informed by the Cabinet Office policy on non-executive remuneration.

The performance management system for senior civil servants is standardised across all government departments. Pay awards are made in two parts:

- consolidated pay awards
- bonuses (non-consolidated variable payments), which are used to reward members of staff who demonstrate exceptional performance

For the performance year ending on 31 March 2026, IBCA has continued to follow the same approach to performance management and reward for its senior officials as applies to senior civil servants.

Service contracts

The Constitutional Reform and Governance Act 2010 requires Civil Service appointments to be made on merit, on the basis of fair and open competition. The recruitment principles published by the Civil Service Commission specify the circumstances when appointments may be made otherwise.

IBCA has been accredited by the Civil Service Commission which means it aligns to the Commission's recruitment principles, including appointment on merit on the basis of fair and open competition.

Unless otherwise stated below, the staff covered by this report hold appointments that are open-ended. Early termination, other than for misconduct, would result in the individual receiving compensation as set out in the Civil Service Compensation Scheme through their continued membership of the Civil Service Pension Scheme. Further information about the work of the Civil Service Commission can be found on their website.[31]

31 Civil Service Commission: **www.civilservicecommission.independent.gov.uk**

Remuneration (including salary) and pension entitlements

The following sections provide details of the remuneration and pension interests of IBCA Board members.

Remuneration (salary, bonuses, benefits in kind and pensions) of executive Board members

The figures presented below relate only to the amounts received during the period that the individuals were IBCA Board members.

Public Service Pensions Remedy

IBCA is a member of the Civil Service pension arrangements. Accrued pension benefits included in the tables below for any individual affected by the Public Service Pensions Remedy have been calculated based on their inclusion in the legacy scheme for the period between 1 April 2015 and 31 March 2022, following the McCloud judgement. The Public Service Pensions Remedy applies to individuals who were members, or eligible to be members, of a public service pension scheme on 31 March 2012 and were members of a public service pension scheme between 1 April 2015 and 31 March 2022. The basis for the calculation reflects the legal position that impacted members have been rolled back into the relevant legacy scheme for the remedy period and that this will apply unless the member actively exercises their entitlement on retirement to decide instead to receive benefits calculated under the terms of the alpha scheme for the period from 1 April 2015 to 31 March 2022.

Single total figure of remuneration for the year ended 31 March 2026 (audited)

Executive Board members[32]	Salary £000	Full-year equivalent salary £000	Bonuses £000	Pension benefits[33] (to nearest £1,000)	Total £000
David Foley, Chief Executive Officer[34]	130-135	140-145	10-15	52	195-200
Dan Hancock, Chief Finance Officer and Director of Corporate Services (from 1 January 2026)	35-40	115-120	–	11	45-50
Richard Hornby, Interim Director of Finance from 14 October 2024 (resigned 30 June 2025)[35]	35-40	160-165	5-10	31	75-80
Sindy Skeldon, Chief Operating Officer and Director of Operations[36]	110-115	115-120	10-15	39	160-165
Celine McLoughlin, Director of Digital and Service Design[37]	110-115	115-120	10-15	55	175-180

32 Interim Chief Finance Officer support was provided by Caroline Patterson, the Cabinet Office Chief Finance Officer, who remained on the Cabinet Office's payroll. No cost relating to this was incurred by IBCA.

33 The value of pension benefits accrued during the year is calculated as (the real increase in pension multiplied by 20) plus (the real increase in any lump sum) less (the contributions made by the individual). The real increases exclude increases due to inflation or any increases or decreases due to a transfer of pension rights.

34 David Foley was appointed permanent Chief Executive Officer on 5 January 2026 with revised contractual terms and conditions, reflected part-year in salary but fully in full-year equivalent.

35 Richard Hornby worked in the Cabinet Office before moving to the IBCA role and the associated remuneration is included in the Cabinet Office annual report and accounts. Richard's employment ended on 30 June 2025.

36 Sindy Skeldon was previously on loan from HMRC before joining IBCA permanently in October 2025 with revised contractural terms and conditions, reflected part-year in salary but fully in full-year equivalent.

37 On loan from the Department for Work and Pensions to IBCA until 11 October 2025 before joining IBCA permanently with revised contractual terms and conditions, reflected part-year in salary but fully in full-year equivalent. Salary costs presented reflect those recharged to IBCA and those paid directly.

Single total figure of remuneration for the period from 24 May 2024 to 31 March 2025 (audited)[38]

Executive Board members	Salary £000	Full-year equivalent salary £000	Bonuses £000	Pension benefits[39] £000	Total £000
David Foley, Chief Executive from 20 April 2024[40]	105-110	125-130	–	101	210-215
Richard Hornby, Interim Director of Finance from 14 October 2024 (resigned 30 June 2025)	75-80	160-165	–	30	105-110
Sindy Skeldon, Chief Operating Officer and Director of Operations[41]	70-75	95-100	–	29	100-105
Celine McLoughlin, Director Digital and Service Design[42]	75-80	100-105	–	67	140-145

38 Salary figures are based on the period 24 May 2024 ,or individual's start date if later, to 31 March 2025

39 The value of pension benefits accrued during the year is calculated as (the real increase in pension multiplied by 20) plus (the real increase in any lump sum) less (the contributions made by the individual). The real increases exclude increases due to inflation or any increases or decreases due to a transfer of pension rights.

40 David Foley was employed from 20 April 2024, which was before the legal creation of IBCA. His pre-IBCA salary was £15,000 to £20,000 and he received a bonus pre-IBCA of £0 to £5,000, both paid by the Cabinet Office.

41 On loan from HMRC to IBCA until 2 October 2025.

42 On loan from the Department for Work and Pensions to IBCA until 11 October 2025.

Salary

'Salary' for executive directors includes: gross salary plus any allowances in payment to the extent that it is subject to UK taxation. This report includes accrued payments made to IBCA staff by Cabinet Office during the period for which the staff were employed by Cabinet Office and which are therefore recorded in these accounts as well as payments IBCA made on its own behalf once it became the legal employer.

Benefits in kind

The monetary value of benefits in kind covers any benefits treated by HMRC as a taxable emolument. Any disclosed benefits in kind include Income Tax and National Insurance liabilities that are met by IBCA. No benefits in kind were received by IBCA's Board members in the period (2024 to 2025: nil).

Bonuses

The bonus payments made to our executive directors in August 2025 were based on performance during the financial year 1 April 2024 to 31 March 2025.

The executive directors were Cabinet Office employees at this time and therefore received payment via Cabinet Office payroll according to the policy and guidance in place for senior civil servants. No bonus payments were made by IBCA for the financial year 1 April 2024 to 31 March 2025.

Fees paid to non-executive Board members (audited)

Non-executive Board members receive an annualised fee for their services. They do not receive pension entitlements. The Chair was offered a fee determined by Cabinet Office and HM Treasury. Individual Board members are only allowed to claim for the time they have provided a service for up to their fee entitlement. They may waive all or part of their fee entitlement. Claimed fees are included within the staff costs.

Interim non-executive Board members	Full-year equivalent fee entitlement 2025-26	Fees paid 2025-26	Full-year equivalent fee entitlement 24 May 2024 to 31 March 2025[43]	Fees paid 24 May 2024 to 31 March 2025 (restated)
Sir Robert Francis from 24 May 2024, Interim Chair (appointment to 22 November 2026)[44,45]	157,750	157,750	210,334	165,318
Sir Rob Behrens from 1 October 2024, Non-Executive Board Member (appointment to 31 October 2027)[46]	15,000	10,600	14,400	1,900
Russell Frith from 1 October 2024, Non-Executive Board Member and Chair of ARAC (appointment to 31 October 2027)[47]	20,000	19,500	18,000	6,000[48]

43 Figures are for a full-year equivalent. This is the figure the individual is entitled to receive based on their time commitment if they had provided services for the full 2024 to 2025 financial year.

44 Sir Robert Francis' annual fee entitlement was based on an agreed time commitment that varied during the reporting period. The commitment was four days per week until 31 December 2025 and three days per week from January 2026 to 31 March 2026. The fee entitlement for the intervening period reflected the agreed contractual arrangements in place at the time.

45 Sir Robert Francis was engaged from 21 May 2024, which was before the legal creation of IBCA. Fees paid pre-IBCA's creation were £3.034.

46 Claimed expenses of £1,213.40 for 2025 to 2026 which are not included in the figures (£88.19 for 2024 to 2025).

47 Claimed expenses of £3,637.74 for 2025 to 2026 which are not included in the figures (£1,496.52 for 2024 to 2025).

48 Russell Frith receives an additional fee for responsibilities as Chair of the ARAC.

Interim non-executive Board members	Full-year equivalent fee entitlement 2025-26	Fees paid 2025-26	Full-year equivalent fee entitlement 24 May 2024 to 31 March 2025[43]	Fees paid 24 May 2024 to 31 March 2025 (restated)
Paula Sussex from 1 October 2024, Non-Executive Board Member (resigned 31 July 2025)[49]	14,400	5,100	14,400	5,200
Deborah Harris-Ugbomah from 1 October 2024, Non-Executive Board Member (appointment to 30 November 2027)[50]	15,000	16,200[51]	14,400	4,100[52]
Gillian Fairfield from 1 October 2024, Non-Executive Board Member and Chair of Remuneration Committee (resigned 15 September 2025)[53]	15,000	9,000	14,400	5,100
Helen Parker from 1 October 2024, Non-Executive Board Member (appointment to 31 October 2027)[54]	15,000	14,400	14,400	6,900[55]

49 Claimed expenses of £591.94 for 2025 to 2026 which are not included in the figures (£139.73 for 2024 to 2025).

50 Claimed expenses of £2,003.46 for 2025 to 2026 which are not included in the figures (£240.41 for 2024 to 2025).

51 During the year, on the resignation of two non-executive Board members, it was mutually agreed that Deborah Harris-Ugbomah take on additional responsibilities which gave rise to £1,200 additional compensation in excess of her FYE fee entitlement.

52 £1,300 for 2024 to 2025 was paid in the year 2025 to 2026.

53 Claimed expenses of £1,537.31 for 2025 to 2026 which are not included in the figures (£484.53 for 2024 to 2025).

54 Claimed expenses of £3,117.13 for 2025 to 2026 which are not included in the figures (£342.63 for 2024 to 2025).

55 £1,200 for 2024 to 2025 was paid in the year 2025 to 2026.

Pension benefits of executive Board members (audited)

Executive Board members	Accrued pension (and any related lump sum if applicable) at pension age as at 31 March 2026 £000	Real increase in pension (and related lump sum if applicable) at pension age £000	CETV at 31 March 2026[56] £000	CETV at 31 March 2025 (Restated)[57] £000	Real increase in CETV £000
David Foley, Chief Executive Officer	40-45 Plus a lump sum of 95-100	2.5-5 Plus a lump sum of 0-2.5	879	794[58]	34
Dan Hancock, Chief Finance Officer and Director of Corporate Services	20-25	0-2.5	264	256	5
Richard Hornby, Interim Director of Finance from 14 October 2024 (resigned 30 June 2025)	35-40	0-2.5	560	536	21
Sindy Skeldon, Chief Operating Officer and Director of Operations	0-5	0-2.5	61	25	28
Celine McLoughlin, Director of Digital and Service Design	40-45	2.5-5	692	619	34

56 End date of cash equivalent transfer value (CETV) is 31 March 2026 or date of leaving the Board.

57 Start date of CETV is 31 March 2025 or date of joining the Board.

58 Opening balances for pension disclosures for some members are not consistent with the closing balances reported in the prior year. This is due to the availability in 2025 to 2026 of more up-to-date data relevant to the calculation of the prior year benefits.

Civil Service pensions

IBCA is a member of the Civil Service pension arrangements. Before 1 April 2015, the only scheme was the Civil Service Pension Scheme (CSPS), which was divided into a few different sections – classic, premium and classic plus – that provided benefits on a final salary basis, while nuvos provided benefits on a career average basis. From 1 April 2015, a new pension scheme for civil servants was introduced – the Civil Servants and Others Pension Scheme or alpha, which provides benefits on a career average basis. All newly appointed civil servants, and the majority of those already in service, joined the new scheme.

The CSPS and alpha are unfunded statutory schemes. Employees and employers make contributions. The balance of the cost of benefits in payment is met by monies voted by Parliament each year. Pensions in payment are increased annually in line with the pensions increase legislation. Instead of the defined benefit arrangements, employees may opt for a defined contribution pension with an employer contribution, the partnership pension account.

In alpha, pension builds up at a rate of 2.32% of pensionable earnings each year, and the total amount accrued is adjusted annually in line with a rate set by HM Treasury. Members may opt to give up (commute) pension for a lump sum up to the limits set by the Finance Act 2004. All members who switched to alpha from the CSPS had their CSPS benefits 'banked', with those with earlier benefits in one of the final salary sections of the CSPS having those benefits based on their final salary when they leave alpha.

The accrued pensions shown in this report are the pension the member is entitled to receive when they reach normal pension age, or immediately on ceasing to be an active member of the scheme if they are already at or over normal pension age. Normal pension age is 60 for members of classic, premium and classic plus, 65 for members of nuvos, and the higher of 65 or state pension age for members of alpha.

The pension figures in this report show pension earned in the CSPS or alpha as appropriate. Where a member has benefits in both the CSPS and alpha, the figures show the combined value of their benefits in the two schemes but note that the constituent parts of that pension may be payable from different ages.

When the government introduced new public service pension schemes in 2015, there were transitional arrangements which treated existing scheme members differently based on their age. Older members of the CSPS remained in that scheme, rather than moving to alpha. In 2018, the Court of Appeal found that the transitional arrangements in the public service pension schemes unlawfully discriminated against younger members. As a result, steps are being taken to remedy those 2015 reforms, making the pension scheme provisions fair to all members.

The Public Service Pensions Remedy is made up of two parts. The first part closed the CSPS on 31 March 2022, with all active members becoming members of alpha from 1 April 2022. The second part removes the age discrimination for the remedy period, between 1 April 2015 and 31 March 2022, by moving the membership of eligible members during this period back into the CSPS on 1 October 2023. This is known as 'rollback'.

For members who are in scope of the Public Service Pensions Remedy, the calculation of their benefits for the purpose of calculating their cash equivalent transfer value (CETV) and their single total figure of remuneration reflects the fact that membership between 1 April 2015 and 31 March 2022 has been rolled back into the CSPS. Although members will in due course get an option to decide whether that period should count towards CSPS or alpha benefits, the figures show the rolled back position, that is, CSPS benefits for that period.

The partnership pension account is an occupational defined contribution pension arrangement which is part of the Legal and General Mastertrust. The employer makes a basic contribution of between 8% and 14.75% (depending on the age of the member). The employee does not have to contribute but, where they do make contributions, the employer will match these up to a limit of 3% of pensionable salary (in addition to the employer's basic contribution). Employers also contribute a further 0.5% of pensionable salary to cover the cost of centrally provided risk benefit cover (death in service and ill-health retirement).

Further details about the Civil Service pension arrangements can be found online.

Cash equivalent transfer value

A CETV is the actuarially assessed capitalised value of the pension scheme benefits accrued by a member at a particular point in time. The benefits valued are the member's accrued benefits and any contingent spouse's pension payable from the scheme. A CETV is a payment made by a pension scheme, or an arrangement to secure pension benefits in another pension scheme, or an arrangement when the member leaves a scheme and chooses to transfer the benefits accrued in their former scheme.

The pension figures shown relate to the benefits the individual has accrued as a consequence of their total membership of the pension scheme, not just their service in a senior capacity to which disclosure applies. The figures include the value of any pension benefit in another scheme or arrangement which the member has transferred to the Civil Service pension arrangements. They also include any additional pension benefit accrued to the member as a result of their buying additional pension benefits at their own cost.

CETVs are worked out in accordance with the Occupational Pension Schemes (Transfer Values) (Amendment) Regulations 2008 and do not take account of any actual or potential reduction to benefits resulting from Lifetime Allowance Tax, which may be due when pension benefits are taken.

Real increase in CETV

This reflects the increase in the CETV funded by the employer. It does not include the increase in accrued pension due to inflation, or contributions paid by the employee (including the value of any benefits transferred from another pension scheme or arrangement). It uses common market valuation factors for the start and end of the period.

Compensation on early retirement or for loss of office (audited)

There were no payments made to compensate for early retirement or loss of office.

Payments to past directors (audited)

There were no payments made to past directors.

Fair pay disclosures (audited)

Reporting bodies are required to disclose the relationship between the remuneration of the highest-paid Board member in their organisation, the median remuneration of the organisation's workforce and the 25th and 75th percentile remuneration.

The banded remuneration of the full-year equivalent highest-paid Board member in IBCA in the financial year 1 April 2025 to 31 March 2026 was £155,000 to £160,000. This was:

- 3.60 times the median remuneration of the workforce, which was £40,963
- 3.60 times the 25th percentile remuneration of the workforce, which was £40,963
- 2.90 the 75th percentile remuneration of the workforce, which was £50,802

The outcomes of all pay ratios for 1 April 2025 to 31 March 2026 are consistent with Cabinet Office pay and reward policies for IBCA staff taken as a whole. An average pay increase of 3.25% was awarded across the Cabinet Office in the year, which IBCA staff received.

From 1 April 2025 to 31 March 2026, no employees received remuneration in excess of the highest-paid Board member. The remuneration of IBCA staff ranged from £27,405 to £176,042.

Total remuneration as at 31 March 2026 includes salary, any relevant allowances, non-consolidated performance-related pay and benefits in kind. It does not include severance payments, employer pension contributions and the CETV of pensions.

Fair pay disclosures table

	Year ending 31 March 2026	Period from 24 May 2024 to 31 March 2025
Band of highest-paid Board member's total remuneration (£000)	155-160	165-170
Of which: salary component (£000)	140-145	165-170
Median remuneration (£)	40,963	42,382
Of which: salary component (£)	38,105	42,382
Ratio	3.8	3.9
25th percentile pay	40,963	36,728
Of which: salary component (£)	38,105	36,728
Ratio	3.8	4.5
75th percentile pay	50,802	57,147
Of which: salary component (£)	47,258	56,070
Ratio	3.1	2.9

The percentage change in respect to our highest-paid Board member is -12%, and the average percentage change in respect of all employees taken as a whole is 14%, for salary and allowances. Performance pay change was 100% for both highest-paid Board member and employee as no performance pay was made in the period from 24 May 2024 to 31 March 2025.

Staff report

Spending on consultancy and temporary staff

- The temporary staff cost for the year ended 31 March 2026 was £8.1 million (2024 to 2025: £1.6 million). Temporary staff includes temporary (agency) workers, interim managers and specialist contractors who are used to cover business-as-usual or service delivery activities within an organisation.
- The consultancy spend for the year ended 31 March 2026 was £1.4 million (2024 to 2025: £1.9 million). Consultancy includes the provision of objective advice relating to strategy, structure, management or operations of an organisation, in pursuit of its purposes and objectives. Such advice will be provided outside the business-as-usual environment when in-house skills are not available and will be time-limited. Consultancy may include the identification of options with recommendations, or assistance with (but not the delivery of) the implementation of solutions.

Consultancy services and temporary staff have been procured as required to support rapid access to capabilities and resources to start or continue operating IBCA. This may be where recruitment of permanent staff is challenging due to scarcity of skills and capabilities in the labour market or not required long-term due to IBCA's limited lifespan. Costs can therefore fluctuate depending on IBCA's needs.

Off-payroll appointments

Information on off-payroll appointments is set out in the tables below. Off-payroll means anyone who is working for IBCA but is not paying Income Tax or National Insurance via payroll.

Off-payroll worker engagements as at 31 March 2026, earning £245 per day or greater

	Year ending 31 March 2026	Period from 24 May 2024 to 31 March 2025
Number of existing engagements	48	32
Of which, number that existed:		
Less than 1 year	33	32
For between 1 and 2 years	15	–
For between 2 and 4 or more years	–	–

Off-payroll workers engaged at any point during the year ended 31 March 2026, earning £245 per day or greater

Number of temporary off-payroll workers engaged	Year ending 31 March 2026	Period from 24 May 2024 to 31 March 2025
Number that existed:		
Not subject to off-payroll legislation	–	–
Subject to off-payroll legislation and determined as in-scope of IR35	82	35
Subject to off-payroll legislation and determined as out-of-scope of IR35	–	–
Number of engagements reassessed for compliance or assurance purposes during the year	–	–
Of which: number of engagements that saw a change to IR35 status following review	–	–

Off-payroll engagements of Board members and/or senior officials with significant financial responsibility, between 1 April 2025 and 31 March 2026

	Year ending 31 March 2026	Period from 24 May 2024 to 31 March 2025
Number of off-payroll engagements of Board members and/or senior officials with significant financial responsibility, during the financial year	–	–
Total number of individuals on payroll and off-payroll who have been deemed Board members and/or senior officials with significant financial responsibility, during the financial year (this figure includes both on-payroll and off-payroll engagements)	2	2

The two officials with significant financial responsibility relate to the Chief Executive Officer David Foley and the Chief Finance Officer and Director of Corporate Services Dan Hancock. Both were appointed to permanent positions at IBCA in a fair and open competition.

Staff costs (audited)

IBCA staff were legally employed by the Cabinet Office until 30 September 2025, with some continuing to be employed by Cabinet Office until 31 December 2025. The costs of these staff were recharged to IBCA. From 1 October 2025, the majority of staff were legally employed by IBCA with some being employed by IBCA from 1 January 2026. Staff costs for financial years 2024 to 2025 and 2025 to 2026 are below.

	Permanently employed staff £000	Others £000	2025-26 Total £000	2024-25 Total £000
Wages, salaries and fees	21,113	–	21,113	4,480
Social security costs	2,916	–	2,916	475
Other pension costs	5,849	–	5,849	1,128
Untaken annual leave	442	–	442	217
Agency/temporary	–	8,062	8,062	2,193
Subtotal	**30,320**	**8,062**	**38,382**	**8,493**
Inward secondments/ loans	–	1,572	1,572	15
Total staff costs	**30,320**	**9,634**	**39,954**	**8,508**

The CSPS and the Civil Servants and Others Pension Scheme (known as alpha) are unfunded multi-employer defined benefit schemes. The Cabinet Office is unable to identify its share of the two schemes' underlying assets and liabilities. The scheme actuary valued the CSPS as at 31 March 2026. More information about this and the assets and liabilities of both schemes can be found in the Civil Superannuation accounts, which are prepared by the Cabinet Office and published on the CSPS website.

For the period 1 April 2025 to 31 March 2026, employer contributions of £6,022,000 were payable to the CSPS at the rate of 28.97% of pensionable earnings.

The scheme actuary usually reviews employer contributions every four years following a full scheme valuation. The contribution rates are set to meet the cost of the benefits accruing during the financial year 1 April 2025 to 31 March 2026 to be paid when the member retires, and not the benefits paid to existing pensioners during this period.

Employees can opt to open a partnership pension account, which is a stakeholder pension with an employer contribution. During the period 1 April 2025 to 31 March 2026, employer contributions were paid to stakeholder pension providers for five employees. Employer contributions are age-related and can range from 8% to 14.75% of pensionable earnings. Employers also match employee contributions up to 3% of pensionable earnings.

No individuals retired early on ill-health grounds during the period 1 April 2025 to 31 March 2026.

Average number of people employed (audited)

The average number of FTE people working for IBCA is shown in the table below.

	Permanently employed Cabinet Office staff (paid for by IBCA)	Permanently employed IBCA staff (paid for by IBCA)	IBCA staff recharged to other government departments	Total permanently employed staff	Others	Total
2025-26	248	249	–	497	49	546
2024-25[59]	85	–	–	85	14	99

2025 to 2026 saw significant scale-up activity within IBCA as the compensation service expanded. This is reflected in the increase in staff numbers observed against the comparative period.

Senior officials

The table below shows the number of SCS-equivalent roles employed by IBCA as at 31 March 2026.

Grade	31 March 2026	31 March 2025
Level 9	1	–
Level 8	7	2
Level 7	11	5
Total	**19**	**7**

59 Period from 24 May 2024 to 31 March 2025.

Staff numbers and composition

The below tables provide a breakdown, by gender, of individuals who worked for IBCA across the financial year 2025 to 2026. The figures for employees do not include agency or fee-based individuals, but do include leavers, including at Board and senior official level.

	Year to 31 March 2026		Year to 31 March 2025	
	Men	**Women**	**Men**	**Women**
Official Board members	6	6	5	6
Senior officials[60]	6	11	4	3
Employees[61]	248	407	92	45

	Men	Women	Men	Women
Official Board members	50%	50%	45%	55%
Senior officials[62]	35%	65%	57%	43%
Employees[63]	38%	62%	67%	33%

60 Excludes Board members, included in line above.
61 Excludes senior officials, included in line above.
62 Excludes Board members, included in line above.
63 Excludes senior officials, included in line above.

Loans and secondments

IBCA's setup phase was supported by Cabinet Office, including by the provision of Cabinet Office staff and other civil servants on loan to Cabinet Office to work on IBCA's initial set-up and priorities, recharged to Cabinet Office.

Staff loaned and/or seconded by grade	Year to 31 March 2026	Year to 31 March 2025
SCS2	1	–
SCS1	10	8
G6	16	11
G7	26	5
SEO	31	6
HEO	132	34
EO	4	–
AO	2	–
Totals	**222**	**64**

Sickness absences

The sickness absence figure for the year ended 31 March 2026 stands at 4.24 average working days lost per member of staff (period from 24 May 2024 to 31 March 2025: 6.68 average working days).

Staff turnover

Staff turnover for the year ended 31 March 2026 was 12.6% (period from 24 May 2024 to 31 March 2025: 12.7%). This includes leavers due to planned conclusions of loans, secondments and fixed-term appointments.

Exit packages (audited)

Five Cabinet Office staff on loan (whose salary costs were paid for by IBCA) received exit packages for the year ended 31 March 2026 (period from 24 May 2024 to 31 March 2025: 0). Cabinet Office met the cost of the exit as they were the employer.

Staff engagement

As IBCA was part of the Cabinet Office up to October 2025, our colleagues participated in the annual Civil Service People Survey which looks at civil servants' attitudes to and experience of working in government departments.

IBCA had a 93% participation rate and an overall engagement score of 78% – significantly above the Civil Service benchmark of 65%.

As IBCA is no longer part of the Civil Service, we will review our people survey approach for the 2026 to 2027 financial year with a view of operating an independent annual survey.

IBCA values the role of trade unions in representing members, supporting early issue resolution, and contributing to a positive working environment. Constructive engagement is central to IBCA's approach.

Diversity, inclusion, health and safety

IBCA is committed to the Public Sector Equality Duty. IBCA currently adopts Cabinet Office policies to ensure diversity, inclusion, health and safety within its activities. This means:

- IBCA staff have access to a comprehensive set of policies and procedures, some of which have been developed for IBCA and others which are owned by the Cabinet Office
- IBCA is currently working on building out its own HR policies and procedures where necessary
- IBCA applies the recruitment principles of the Civil Service Commission, appointing candidates based on merit through fair and open recruitment and selection training, which has a core focus of raising awareness of unconscious bias and is offered to all panel members who sit on Cabinet Office recruitment panels
- IBCA has received accreditation from the Civil Service Commission and will apply the recruitment principles as an entity in due course
- IBCA is accredited as a Level 1 Disability Confident (committed) employer, demonstrating our commitment to actively championing disability inclusion and equality
- the Disability Confident Scheme (formerly known as the Guaranteed Interview Scheme) encourages candidates with a disability to apply for the jobs it advertises
- if a candidate declares a disability and meets the minimum standards required for a job, they are offered an interview
- IBCA encourages staff to declare protected characteristics to better understand individuals within IBCA's workforce, and uses this data to promote equality, diversity and inclusion in business activities and the development of policies, procedures and services

Within IBCA, representation of women at SCS-equivalent levels as at 31 March 2026 (including SCS on secondment to IBCA) was 57%. Ethnic minorities and those with disabilities cannot be reported due to the low percentage which could make individuals identifiable (this is in line with diversity and inclusion practice).

IBCA recognises its obligations under the Health and Safety at Work etc. Act 1974 for ensuring, so far as is reasonably practicable, the health, safety and welfare of staff and others who may be affected by IBCA's operations and activities. No accidents were reported from 1 April 2025 to 31 March 2026.

Within IBCA, equality, diversity, and inclusion information is captured at two distinct levels to ensure the service is both accessible and compliant with legal duties.

The primary driver for collecting this data is to fulfil the Public Sector Equality Duty under the Equality Act 2010. Specifically, it allows IBCA to:

- demonstrate accessibility – data collection underpins compliance by proving the service is accessible to all users
- identify and mitigate inequality – the information helps IBCA advance equality of opportunity, foster good relations and eliminate prohibited conduct like discrimination or harassment
- inform service design – anonymised data is intended for corporate reporting and to prompt insights and discussions on how to better meet the needs of different groups
- proactive support – capturing operational-level data specifically allows the service to remove or minimise disadvantages by implementing necessary reasonable adjustments immediately

The service utilises two primary methods for data collection:

- person making a claim and operational level (reasonable adjustments) – at the outset of the claim journey, information is gathered to identify specific needs, such as large print correspondence for partially sighted people making a claim, which ensures individuals receive the immediate support required to navigate the process
- anonymised organisational level (diversity monitoring) – people making a claim are asked to self-declare protected characteristics, such as age, disability status, race and sexual orientation, via a voluntary survey

Parliamentary accountability and audit report

The parliamentary accountability disclosures are subject to audit, as detailed in the certificate and report of the Comptroller and Auditor General to the House of Commons.

The regularity of expenditure section reports losses and special payments. Regularity refers to the principle that all consumption of resources should be made in accordance with the legislation authorising them, any applicable delegated authority and the principles set out in Managing Public Money. Disclosures on fees and charges, remote contingent liabilities and entities outside the departmental boundary are required by Managing Public Money.

Regularity of expenditure

Losses and special payments (audited)

IBCA is required to disclose losses and special payments by value and type where they individually or in total exceed £300,000. There were no losses or special payments in 2025 to 2026 that require disclosure in the annual report and accounts.

Remote contingent liabilities (audited)

There were no remote contingent liabilities in 2025 to 2026 (2024 to 2025: nil).

Government functional standards

IBCA follows the government functional standards. Further information on the content of the government functional standards can be found on GOV.UK.[64]

David Foley
Chief Executive Officer and Accounting Officer

Infected Blood Compensation Authority

04/09/2026

64 **www.gov.uk/government/collections/functional-standards**

The certificate and report of the Comptroller and Auditor General to the Houses of Parliament

Opinion on financial statements

I certify that I have audited the financial statements of the Infected Blood Compensation Authority for the year ended 31 March 2026 under the Victims and Prisoners Act 2024.

The financial statements comprise the Infected Blood Compensation Authority's

- Statement of Financial Position as at 31 March 2026;
- Statement of Comprehensive Net Expenditure, Statement of Cash Flows and Statement of Changes in Taxpayers' Equity for the year then ended; and
- the related notes including the significant accounting policies.

The financial reporting framework that has been applied in the preparation of the financial statements is applicable law and UK adopted international accounting standards.

In my opinion, the financial statements:

- give a true and fair view of the state of the Infected Blood Compensation Authority's affairs as at 31 March 2026 and its total net expenditure for the year then ended; and
- have been properly prepared in accordance with the Victims and Prisoners Act 2024 and Minister for the Cabinet Office directions issued thereunder.

Opinion on regularity

In my opinion, in all material respects, the income and expenditure recorded in the financial statements have been applied to the purposes intended by Parliament and the financial transactions recorded in the financial statements conform to the authorities which govern them.

Basis for opinions

I conducted my audit in accordance with International Standards on Auditing (UK) (ISAs UK), applicable law and Practice Note 10 Audit of Financial Statements and Regularity of Public Sector Bodies in the United Kingdom (2024). My responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of my certificate.

Those standards require me and my staff to comply with the Financial Reporting Council's Revised Ethical Standard 2024. I am independent of the Infected Blood Compensation Authority in accordance with the ethical requirements that are relevant to my audit of the financial statements in the UK. My staff and I have fulfilled our other ethical responsibilities in accordance with these requirements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Emphasis of matter – Compensation Scheme provision

I draw attention to the disclosures made in notes 1.3, 10.6 and 10.7 to the financial statements concerning estimation uncertainty inherent within the Compensation scheme provision. As set out in these notes, there is significant uncertainty related to the valuation of these provisions, in particular in respect of the projected number of claimants in each group. Significant changes to the liabilities could occur as a result of subsequent information on key assumptions, including the volume of claimants and the severity of the impact on individuals making a claim, that are different from the current assumptions adopted by the Infected Blood Compensation Authority.

My opinion is not modified in respect of this matter.

Conclusions relating to going concern

In auditing the financial statements, I have concluded that the Infected Blood Compensation Authority's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work I have performed, I have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Infected Blood Compensation Authority's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

My responsibilities and the responsibilities of the Accounting Officer with respect to going concern are described in the relevant sections of this certificate.

The going concern basis of accounting for the Infected Blood Compensation Authority is adopted in consideration of the requirements set out in HM Treasury's Government Financial Reporting Manual, which requires entities to adopt the going concern basis of accounting in the preparation of the financial statements where it is anticipated that the services which they provide will continue into the future.

Other Information

The other information comprises information included in the Annual Report, but does not include the financial statements and my auditor's certificate and report thereon. The Accounting Officer is responsible for the other information.

My opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in my certificate, I do not express any form of assurance conclusion thereon.

My responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or my knowledge obtained in the audit, or otherwise appears to be materially misstated.

If I identify such material inconsistencies or apparent material misstatements, I am required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact.

I have nothing to report in this regard.

Opinion on other matters

In my opinion the part of the Remuneration and Staff Report to be audited has been properly prepared in accordance with Minister for the Cabinet Office directions issued under the Victims and Prisoners Act 2024.

In my opinion, based on the work undertaken in the course of the audit:

- the parts of the Accountability Report subject to audit have been properly prepared in accordance with Minister for the Cabinet Office directions made under the Victims and Prisoners Act 2024; and
- the information given in the Performance Report and the Accountability Report for the financial year for which the financial statements are prepared is consistent with the financial statements and is in accordance with the applicable legal requirements.

Matters on which I report by exception

In the light of the knowledge and understanding of the Infected Blood Compensation Authority and its environment obtained in the course of the audit, I have not identified material misstatements in the Performance Report or the Accountability Report.

I have nothing to report in respect of the following matters which I report to you if, in my opinion:

- adequate accounting records have not been kept by the Infected Blood Compensation Authority or returns adequate for my audit have not been received from branches not visited by my staff; or
- I have not received all of the information and explanations I require for my audit; or

- the financial statements and the parts of the Accountability Report subject to audit are not in agreement with the accounting records and returns; or
- certain disclosures of remuneration specified by HM Treasury's Government Financial Reporting Manual have not been made or parts of the Remuneration and Staff Report to be audited is not in agreement with the accounting records and returns; or
- the Governance Statement does not reflect compliance with HM Treasury's guidance.

Responsibilities of the Accounting Officer for the financial statements

As explained more fully in the Statement of Accounting Officer's responsibilities, the Accounting Officer is responsible for:

- maintaining proper accounting records;
- providing the C&AG with access to all information of which management is aware that is relevant to the preparation of the financial statements such as records, documentation and other matters;
- providing the C&AG with additional information and explanations needed for his audit;
- providing the C&AG with unrestricted access to persons within the Infected Blood Compensation Authority from whom the auditor determines it necessary to obtain audit evidence;
- ensuring such internal controls are in place as deemed necessary to enable the preparation of financial statements to be free from material misstatement, whether due to fraud or error;
- preparing financial statements which give a true and fair view in accordance with Minister for Cabinet Office directions issued under the Victims and Prisoners Act 2024;
- preparing the annual report, which includes the Remuneration and Staff Report, in accordance with Minister for Cabinet Office directions issued under the Victims and Prisoners Act 2024; and
- assessing the Infected Blood Compensation Authority's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Accounting Officer anticipates that the services provided by the Infected Blood Compensation Authority will not continue to be provided in the future.

Auditor's responsibilities for the audit of the financial statements

My responsibility is to audit, certify and report on the financial statements in accordance with the Victims and Prisoners Act 2024.

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a certificate that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Extent to which the audit was considered capable of detecting non-compliance with laws and regulations including fraud

I design procedures in line with my responsibilities, outlined above, to detect material misstatements in respect of non-compliance with laws and regulations, including fraud. The extent to which my procedures are capable of detecting non-compliance with laws and regulations, including fraud is detailed below.

Identifying and assessing potential risks related to non-compliance with laws and regulations, including fraud

In identifying and assessing risks of material misstatement in respect of non-compliance with laws and regulations, including fraud, I:

- considered the nature of the sector, control environment and operational performance including the design of the Infected Blood Compensation Authority's accounting policies.
- inquired of management, the Infected Blood Compensation Authority's head of internal audit and those charged with governance, including obtaining and reviewing supporting documentation relating to the Infected Blood Compensation Authority's policies and procedures on:
  - identifying, evaluating and complying with laws and regulations;
  - detecting and responding to the risks of fraud; and
  - the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations including the Infected Blood Compensation Authority's controls relating to the Infected Blood Compensation Authority's compliance with the Victims and Prisoners Act 2024, The Infected Blood Compensation Scheme Regulations 2025 and Managing Public Money;
- inquired of management, the Infected Blood Compensation Authority's head of internal audit and those charged with governance whether:
  - they were aware of any instances of non-compliance with laws and regulations;
  - they had knowledge of any actual, suspected, or alleged fraud;

- discussed with the engagement team and the relevant external specialists, including medical experts regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, I considered the opportunities and incentives that may exist within the Infected Blood Compensation Authority for fraud and identified the greatest potential for fraud in the following areas: posting of unusual journals, complex transactions, and bias in management estimates. In common with all audits under ISAs (UK), I am required to perform specific procedures to respond to the risk of management override.

I obtained an understanding of the Infected Blood Compensation Authority's framework of authority and other legal and regulatory frameworks in which the Infected Blood Compensation Authority operates. I focused on those laws and regulations that had a direct effect on material amounts and disclosures in the financial statements or that had a fundamental effect on the operations of the Infected Blood Compensation Authority. The key laws and regulations I considered in this context included the Victims and Prisoners Act 2024, The Infected Blood Compensation Scheme Regulations 2025, Managing Public Money, and employment law.

I considered the risks relating to fraud, non-compliance with laws and regulations and regularity in respect of the Infected Blood Compensation Scheme.

Audit response to identified risk

To respond to the identified risks resulting from the above procedures:

- I reviewed the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described above as having direct effect on the financial statements;
- I enquired of management and the Audit, Risk and Assurance Committee concerning actual and potential litigation and claims;
- I reviewed minutes of meetings of those charged with governance and the Board and internal audit reports;
- I addressed the risk of fraud through management override of controls by testing the appropriateness of journal entries and other adjustments; assessing whether the judgements on estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business; and
- I tested a sample of transactions from the utilisation of the Infected Blood Compensation Scheme provisions to ensure compensation paid during the financial year had been calculated in accordance with the Victims and Prisoners Act 2024 and the applicable Scheme Regulations.

I communicated relevant identified laws and regulations and potential risks of fraud to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

A further description of my responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: **www.frc.org.uk/auditorsresponsibilities**. This description forms part of my certificate.

Other auditor's responsibilities

I am required to obtain sufficient appropriate audit evidence to give reasonable assurance that the expenditure and income recorded in the financial statements have been applied to the purposes intended by Parliament and the financial transactions recorded in the financial statements conform to the authorities which govern them.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control I identify during my audit.

Report

In the prior reporting period, I qualified my opinion on the financial statements of the Infected Blood Compensation Authority for the period ended 31 March 2025 in respect of limited evidence available to support key assumptions on the expected volume of claimants for three of the four groups within the Infected Blood Compensation Scheme. As a result, there was insufficient evidence to support the value of £6,987.0 million of the £9,582.1 million Compensation Scheme provisions included within the Statement of Financial Position as at 31 March 2025, comprising liabilities for compensation due to living infected individuals never compensated, estates of infected people who have died (deceased infected) and affected people. Consequently, I was also unable to obtain sufficient appropriate evidence to support the related expenditure of £6,987.0 million included within the Statement of Comprehensive Net Expenditure for the recognition of these provisions during the period. My report on the financial statements for the period ended 31 March 2025 provided further details of these matters.

During 2025-26, the Infected Blood Compensation Authority has established more robust governance processes to determine and challenge the valuation of the Compensation Scheme provision. The review undertaken by the Infected Blood Compensation Authority identified that more reliable evidence to estimate the volume of claimants could reasonably have been available at the point the financial statements for the period ended 31 March 2025 were authorised for issue. The Infected Blood Compensation Authority has assessed that the impact of using this evidence was material for each of the individual provisions for the living infected never compensated, deceased infected and affected groups and has restated the comparative position for the period ended 31 March 2025 within these financial statements. The changes made by the Infected Blood Compensation Authority to the provision estimates do not have any impact on any amounts which individual claimants will receive, or the claimant eligibility for the Compensation Scheme, which remains as set out in the Victims and Prisoners Act 2024 and the applicable Scheme Regulations.

I have reviewed the evidence to support assumptions related to the estimated number of potential claimants and the wider calculations of the provisions. Whilst significant estimation uncertainty remains, I have obtained sufficient appropriate evidence to support the valuation of the provisions for all groups within the Compensation Scheme as at 31 March 2026 and the restated position as at 31 March 2025. I have also obtained sufficient assurance over the movements in the provisions within the Statement of Comprehensive Net Expenditure for the year ended 31 March 2026 and the period end 31 March 2025, and the utilisation of the provision in each period (representing compensation and support costs paid). I have therefore not needed to qualify my opinion on the financial statements for the year ended 31 March 2026.

Gareth Davies

Comptroller and Auditor General

7 September 2026

National Audit Office
157-197 Buckingham Palace Road
Victoria
London
SW1W 9SP

Part 3

Our financial statements

Statement of comprehensive net expenditure

For the year ending 31 March 2026

		Year ended 31 March 2026	Period ended 31 March 2025 (Restated)[65,66]
Operating expenditure	**Note**	**£000**	**£000**
Movement in compensation scheme provision	2	1,875,092	8,109,885
Staff costs	2	39,954	8,508
Goods and services	2	35,682	10,897
Rentals under short-term leases	2	49	98
Depreciation, amortisation and impairment	2	5,366	1,555
Net operating expenditure		**1,956,143**	**8,130,943**
Finance expense	5	147	85
Total net expenditure		**1,956,290**	**8,131,028**
Other comprehensive net expenditure			
Revaluation of property, plant and equipment		(30)	–
Comprehensive net expenditure		**1,956,260**	**8,131,028**

Other comprehensive net expenditure for the year was a net gain of £30,000 (period ended 31 March 2025: £nil). All expenditure is derived from continuing activities.

Notes 1 to 15 form part of these statements.

65 Comparative period from the date IBCA was established on 24 May 2024 until 31 March 2025.
66 See note 1.20 and note 15 for details regarding the restatement.

Statement of financial position at 31 March 2026

	Note	31 March 2026 £000	31 March 2025 (Restated)[67] £000
Non-current assets			
Property, plant and equipment	3	2,836	2,990
Intangible assets	4	44,738	9,377
Right-of-use assets	5	2,232	4,089
Total non-current assets		**49,806**	**16,456**
Current assets			
Cash	6	56,189	–
Trade and other receivables	8	1,402	981
Total current assets		**57,591**	**981**
Total assets		**107,397**	**17,437**
Current liabilities			
Trade and other payables	9	(22,665)	(9,406)
Lease liabilities	5	(3,269)	(3,514)
Provisions	10	(2,568,181)	(1,779,902)
Total current liabilities		**(2,594,115)**	**(1,792,822)**
Total assets less current liabilities		**(2,486,718)**	**(1,775,385)**

67 See note 1.20 and note 15 for details regarding the restatement.

		31 March 2026	31 March 2025 (Restated)[67]
	Note	**£000**	**£000**
Non-current liabilities			
Provisions	10	(5,365,082)	(6,270,132)
Lease liabilities	5	–	(1,621)
Total non-current liabilities		**(5,365,082)**	**(6,271,753)**
Total assets less liabilities		**(7,851,800)**	**(8,047,138)**
Taxpayers' equity			
General fund		(7,851,822)	(8,047,138)
Revaluation reserve		22	–
Total taxpayers' equity		**(7,851,800)**	**(8,047,138)**

Notes 1 to 15 form part of these financial statements.

David Foley
Chief Executive Officer and Accounting Officer

Infected Blood Compensation Authority

04/09/2026

Statement of cash flows

		2025-26	2024-25 (Restated)[68]
	Note	**£000**	**£000**
Cash flows from operating activities			
Total net operating expenditure	SoCNE	(1,956,143)	(8,130,943)
Adjustment for non-cash items			
Notional grant-in-aid		1,295,954	83,890
Depreciation, amortisation and impairment	3, 4, 5	5,366	1,555
Increase in trade receivables	8	(421)	(981)
Increase in trade payables	9	13,260	9,406
Increase in provisions	10	1,875,092	8,109,885
Utilisation of provisions	10	(1,991,866)	(59,851)
Movement in capital accruals relating to investing activities		(1,566)	(4,819)
Net cash outflow from operating activities		**(760,324)**	**8,142**
Cash flows from investing activities			
Purchase of property, plant and equipment	3	(1,741)	(3,418)
Purchase of intangible assets	4	(35,053)	(4,724)
Net cash outflow from investing activities		**(36,794)**	**(8,142)**

68 See note 1.20 and note 15 for details regarding the restatement.

	Note	2025-26 £000	2024-25 (Restated)[68] £000
Cash flows from financing activities			
Cash grant-in-aid		855,644	–
Capital element of payments in respect of finance leases		(2,105)	–
Interest expense		(232)	
Net cash outflow from financing activities		**853,307**	**–**
Net increase in cash and cash equivalents in the period		**56,189**	**–**
Cash and cash equivalents at the beginning of the period		–	–
Cash and cash equivalents at the end of the period		**56,189**	**–**

From 24 May 2024 until 30 September 2025, IBCA's administrative and operational cash balances were held and managed centrally within the Cabinet Office. Consequently, any grant-in-aid financing provided during this timeframe did not involve a direct transfer of liquid cash. Instead, it was treated as a notional grant-in-aid and credited directly to the general reserve as financing in accordance with the accounting policy detailed in note 1.4. Following IBCA's operational independence on 1 October 2025, the entity established independent operating platforms to receive cash grant-in-aid directly, allowing full control over cash and supplier payment functions.

Notes 1 to 15 form part of these financial statements.

Statement of changes in taxpayers' equity

For the period ended 31 March 2026

		General fund	Revaluation reserve[69]	Total taxpayers' equity
		(£000)	**(£000)**	**(£000)**
Balance at 24 May 2024		**-**		**-**
Total net expenditure (Restated)[70]		(8,131,028)	–	(8,131,028)
Notional grant-in-aid from Cabinet Office		83,890	–	83,890
Balance as at 31 March 2025 (Restated)[69]		**(8,047,138)**	**-**	**(8,047,138)**
Total net expenditure		(1,956,290)	–	(1,956,290)
Cash grant-in-aid from Cabinet Office		855,644	–	855,644
Notional grant-in-aid from Cabinet Office		1,295,954	–	1,295,954
Revaluation of property, plant and equipment		–	30	30
Transfers between reserves		8	(8)	–
Balance as at 31 March 2026		**(7,851,822)**	**22**	**(7,851,800)**

From 24 May 2024 to 30 September 2025 the grant-in-aid received from the Cabinet Office was notional. Further details are provided on the statement of cash flows and note 1.4.

Notes 1 to 15 form part of these financial statements.

69 The revaluation reserve was created during 2025 to 2026 following IBCA's first revaluation of property, plant and equipment. It represents the cumulative unrealised gains arising from the revaluation of fixed assets and reflects the difference between their carrying amount at current value and historical cost. The reserve will be adjusted over time through depreciation, impairment and disposal on the revalued asset.

70 See note 1.20 and note 15 for details regarding the restatement.

Notes to the accounts

1. Statement of significant accounting policies

1.1 Basis of preparation

The financial statements cover the year ended 31 March 2026 and the prior period from 24 May 2024 to 31 March 2025. They have been prepared in accordance with the 2025 to 2026 Government Financial Reporting Manual (FReM) issued by HM Treasury. The accounts for IBCA have been prepared under a direction issued by the Minister for the Cabinet Office under the Victims and Prisoners Act 2024. The accounting policies contained in the FReM apply International Financial Reporting Standards (IFRS) as adapted or interpreted for the public sector.

Where a choice of accounting policy is permitted by the FReM, IBCA selects the policy which best presents a true and fair view. The particular policies adopted by IBCA are described below. They have been applied consistently in dealing with items that are considered material to the accounts.

The financial statements are presented in pounds sterling, rounded to the nearest thousand (£000) unless otherwise stated.

The financial statements have been prepared on an accruals basis, under the historical cost convention, modified to account for the revaluation of property, plant and equipment, intangible assets and right-of-use assets. As an arm's length body of the Cabinet Office, IBCA's accounts are consolidated within the Cabinet Office group. IBCA has no subsidiaries.

1.2 Going concern

The accounts for IBCA have been prepared on the basis that IBCA is a going concern. IBCA is funded by HM Treasury through the Cabinet Office as IBCA's sponsor department.

At 31 March 2026, IBCA's statement of financial position reflected net liabilities of £7,852 million (2024 to 2025: £8,047 million (restated),[71] primarily related to the provision for compensation as detailed in note 10. This includes liabilities falling due in future years that may only be met by future funding from the Cabinet Office. This follows the normal conventions applying to parliamentary control over income and expenditure in that funding is not provided in advance of need. In common with other public bodies, IBCA's liabilities are expected to be met by future funding from the Cabinet Office, out of supply and income approved annually by Parliament.

71 See note 1.20 and note 15 for details regarding the restatement.

In the 2024 autumn budget statement, the government budgeted £11,800 million for infected blood compensation through to the financial year end of 2029 to 2030. Under the current Spending Review, IBCA agreed operational funding to the end 2028 to 2029, the last year in the current Spending Review period.

There is therefore no indication that future funding and sponsorship by the Cabinet Office will not be forthcoming, and it is deemed appropriate to adopt the going concern basis for the preparation of these financial statements.

1.3 Judgements and key sources of estimation uncertainty

The preparation of financial statements requires management to make judgements and assumptions that affect the amounts reported for assets and liabilities at the year ended 31 March 2026, and for amounts reported for income and expenses during the period. The resulting accounting estimates may, by nature, differ from actual outcomes. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are addressed below.

Compensation scheme provision

Judgements and assumptions affecting the value of the compensation scheme administered by IBCA are the key source of estimation uncertainty in the financial statements.

Compensation is based on a tariff framework and the amount awarded is based on the severity of the impact on people making a claim. The five categories of award are:

- injury impact award
- social impact award
- autonomy award
- care award
- financial loss award

Within IBCA's valuation model, individuals are grouped into groups. These groups are:

- living infected people registered with an existing IBSS
- living infected never compensated people (those not registered with an IBSS)
- estates of deceased infected people
- affected people

In addition to those eligible to receive compensation above, the provision of legal and financial support may be available to people making a claim and is also included in the valuation.

Once a person's eligibility status has been established through the claim process, the compensation amount payable is well defined. However, material uncertainty remains about the population characteristics and number of people or estates of deceased infected people eligible to make a claim who will enter the scheme, particularly infected people who have died and affected people. This uncertainty affects the determination of the award category of people making a claim, and therefore the estimated compensation payable and provision of support to these groups.

Key factors affecting uncertainty about timing of compensation payments and discounting assumptions include IBCA's ability to meet operational scale-up targets for the scheme as well as changes in those targets, and the trends in people making a claim opting for regular payments or a lump-sum settlement.

In future years, responsibility for support payments currently paid under existing schemes will transfer to IBCA. The timing of this is set out in legislation. However, there is uncertainty in estimations made based on assumptions of the value and duration of support payments IBCA will fund based on decisions of those who are entitled.

The key assumptions made are described in note 10 of these accounts together with a sensitivity analysis outlining the impact of a change in those assumptions.

1.4 Grant-in-aid

The FReM requires IBCA to account for grant-in-aid received as financing and to credit this to taxpayers' equity. This is due to grant-in-aid being regarded as a contribution from a controlling party, which gives rise to a financial interest in the residual interest of IBCA. Grant-in-aid received for purchasing non-current assets is also credited to taxpayers' equity.

During the period, IBCA became operationally independent of the Cabinet Office and from 1 October 2025 received cash grant-in-aid funding. Prior to this, IBCA did not receive any cash as expenditure was administered by the sponsoring department, Cabinet Office, and not recovered. This process creates a notional grant-in-aid which is treated as financing by crediting it to the general reserve.

1.5 Pensions

IBCA employees are covered by the provisions of the Civil Service pension arrangements.

Civil Service Pension Scheme

The CSPS is an unfunded multi-employer defined benefit scheme in which IBCA is unable to identify its share of the underlying assets and liabilities. Therefore, in accordance with International Accounting Standard (IAS) 19: Employee Benefits, IBCA treats the scheme in line with accounting for defined contribution schemes.

Detailed information about staff pension arrangements and employer contributions made have been disclosed in the remuneration and staff report.

1.6 Leases

IBCA as a lessee

IFRS 16: Leases requires an entity to determine whether an arrangement contains a lease. The lessee is required to recognise right-of-use assets and lease liabilities for all leases in the statement of financial position unless the lease term is 12 months or less or the underlying asset has a low value. While IFRS 16 does not provide a numerical threshold to determine a low value, IBCA applies the capitalisation threshold of £5,000.

Where the exemption for short-term leases has been applied, or where assets have been determined as low-value assets, the leases are accounted for as short-term leases and payments are recognised as an expense.

The definition of a contract is expanded under the FReM definition to include intra-UK government agreements where non-performance may not be enforceable by law. This includes, for example, Memorandum of Terms of Occupation agreements.

A right-of-use asset and a lease liability is recognised at the commencement of a lease.

The lease liability is measured at the present value of the unavoidable future lease payments which include fixed payments, less any lease incentive receivables. Lease payments are discounted either by the interest rate implicit in the lease or, where this is not readily determinable, the incremental rate of borrowing advised annually by HM Treasury.

The right-of-use asset is measured at the value of the lease liability, adjusted for:

- initial direct costs and any payments made or amounts accrued before the commencement date
- lease incentives received
- incremental costs of obtaining the lease
- any disposal, repair or restoration costs at the end of the lease

The lease liability is subsequently measured to reflect the accrual of interest, repayments, reassessments and modifications. Interest on the lease liability is recognised as a finance expense in the statement of comprehensive net expenditure.

The right-of-use asset is subsequently measured using the cost model (measurement by reference to the lease liability), which in management's view is considered a reasonable proxy for fair value for property leases of less than five years or with regular rent reviews. The value of the asset is adjusted for subsequent depreciation and impairment, and for reassessments and modifications of the lease liability. The depreciation is charged on a straight-line basis.

Right-of-use assets are tested for impairment in accordance with IAS 36: Impairment of Assets.

1.7 Property, plant and equipment

Property, plant and equipment are recognised initially at cost, including expenditure directly attributed to bringing the asset into working condition for its intended use. Subsequently, assets are carried at current value in existing use, less accumulated depreciation and any impairment losses, in accordance with the FReM.

Current values are determined through periodic revaluation. During 2025 to 2026, management applied indexation to property, plant and equipment using the Office for National Statistics general indexation of retail price as an appropriate proxy for movement in asset values. Management concluded that this approach provides a reasonable estimate of current value in existing use for the classes of asset held.

The carrying values of property, plant and equipment are reviewed for impairment annually or whenever events or changes in circumstances indicate that the carrying value may no longer reflect its operational service potential. If circumstances indicate that the carrying value exceeds this service potential, the assets are written down immediately to their current value in existing use, with any impairment recognised in accordance with the FReM and IAS 16.

The capitalisation threshold for expenditure on property, plant and equipment is £5,000. Where an item costs less than the capitalisation threshold but forms part of an asset or grouped asset whose total value is greater than the capitalisation level, the item is treated as a capital asset.

1.8 Depreciation and impairment on property, plant and equipment

Property, plant and equipment are depreciated at rates calculated to write them down to estimated residual value on a straight-line basis over their estimated useful lives. IBCA estimates the useful life of its assets and writes off the carrying amount of the asset over the estimated useful life. The depreciation charge may change following reassessment of useful lives, or an impairment charge may be recognised following an impairment test. Useful lives and residual values are reviewed annually and, where adjustments are required, these are made prospectively. Asset lives are in the following ranges.

Leasehold building improvements	The duration of lease
Information technology and office equipment	Two to seven years
Plant and equipment	Two to seven years
Furniture and fittings	Two to seven years

Assets under construction are not depreciated until the assets are available for use. Assets continue to depreciate until they are derecognised.

1.9 Intangible assets

Intangible assets are defined as identifiable, non-monetary assets without physical substance. IBCA's intangible assets comprise internally developed software for internal use (including such assets under construction) and software developed to IBCA's specification by third parties.

Intangible assets are measured on initial recognition at cost. The capitalisation threshold for expenditure on intangible assets is £5,000.

After initial recognition, intangible assets are carried using the historical cost model and are measured at cost less any accumulated amortisation and any accumulated impairment losses. In accordance with the FReM, the option to apply the revaluation model has been withdrawn, and the carrying values of intangible assets as at 31 March 2025 are treated as the deemed historical cost baseline as of 1 April 2025.

Internally generated intangible assets are not capitalised unless it is a development cost which meets the criteria in IAS 38: Intangible Assets. Expenditure that does not meet the criteria for capitalisation is treated as an operating cost in the period in which it is incurred. Development expenditure is recognised as an intangible asset when IBCA can demonstrate:

- the technical feasibility of completing the intangible asset so that it will be available for use
- its intention to complete and its ability to use the asset
- how the asset will generate future economic benefits
- the availability of resources to complete the asset
- the ability to measure reliably the expenditure during development – research costs are expensed as incurred

The carrying values of intangible assets are reviewed for impairment of events or changes annually. If circumstances indicate that the carrying value may not be recoverable, they are written down immediately to their recoverable amount.

1.10 Amortisation and impairment of intangible assets

Amortisation is calculated to write down the costs of the assets to their estimated residual value on a straight-line basis over their expected useful lives, typically as follows:

- internally developed software – this includes software that arises from internal or third-party development for internal or external access (these assets are amortised over the useful economic life of five to seven years)

Assets in the course of construction are not amortised until the assets are brought into use.

Useful lives and residual values are reviewed annually and where adjustments are required these are made prospectively.

1.11 Financial instruments

IBCA's financial instruments comprise trade and other receivables, cash and payables.

As the cash requirements of IBCA are largely met through the estimate process, financial instruments play a more limited role in creating and managing risk than would apply to a non-public sector body.

IFRS 7: Financial Instruments: Disclosures requires disclosure of the role that financial instruments have had during the period in creating or changing risk an entity faces in carrying out its business. This is set out in note 7 of these financial statements.

1.12 Trade and other receivables

Trade and other receivables are amounts due initially measured at cost, which is deemed to be materially equivalent to fair value, and subsequently measured at amortised cost. They comprise amounts projected to be recovered by IBCA in respect of potential overpayment errors that have been identified, and the prepayment value of goods and services. The carrying amount of other receivables is judged to be a reasonable approximation of fair value, and is shown net of expected credit loss. In line with IFRS 9, IBCA measures the expected credit loss using the simplified approach, recognising a lifetime expected loss allowance. However, given the public sector nature of the debtors, this allowance is considered immaterial. Where instances of error are identified, they are recognised as an increase or reduction of the utilisation of provision and a payable or receivable in the statement of financial position.

1.13 Cash and cash equivalents

Cash and cash equivalents comprise current balances with banks and other financial institutions, which are readily convertible to known amounts of cash and which are subject to insignificant risk of changes in value.

1.14 Trade and other payables

Trade and other payables are recognised at cost, which is deemed to be materially the same as fair value. Trade payables relate to amounts due to suppliers and accrual balances as at the period end. Accruals are recognised for goods and services delivered prior to the period end which have not been invoiced.

1.15 Provisions

IBCA recognises provisions in accordance with IAS 37: Provisions, Contingent Liabilities and Contingent Assets. A provision is recognised when:

- there is a legal or constructive obligation as a result of a past event
- it is probable that an outflow of economic benefits will be required to settle the obligation
- a reliable estimate can be made of the amount of the obligation

Compensation scheme provision

The ministerial statements, underpinned by legislation, form an obligating event under IAS 37: Provisions, Contingent Liabilities and Contingent Assets in relation to those who have been infected and affected as a result of infected blood and infected blood products, being the past event.

A provision has been made to recognise a liability for compensation payable to people infected and affected by HIV, chronic Hepatitis B and Hepatitis C through contaminated blood, blood products or tissue. For most people eligible to make a claim to the compensation scheme, tariffs are used to calculate compensation, with a further assessment of individual needs in defined circumstances. Compensation is awarded as outlined in note 1.3.

The estimated risk-adjusted cash flows are discounted using rates set by HM Treasury based on the government's incremental borrowing rate.

More information about the judgements made in arriving at the provision and the key sources of estimation uncertainty are provided in note 1.3 above and in note 10 to the accounts, which provides further information and a sensitivity analysis showing the impact of credible changes in key assumptions that may increase or decrease the total estimate of the liability.

The Infected Blood Compensation Scheme Regulations 2025, which came into force on 31 March 2025, make provisions for the transfer to IBCA of IBSS currently administered by the UK government. The dates on which each of the schemes will transfer to IBCA are as follows:

- Wales Infected Blood Support Scheme on 15 January 2027
- Scotland Infected Blood Support Scheme on 1 February 2027
- Infected Blood Payment Scheme for Northern Ireland on 1 February 2027
- England Infected Blood Support Scheme on 23 March 2027

IBCA recognises the projected cost of making ongoing support payments beyond the date of transfer, with the Department of Health and Social Care (DHSC) recognising a constructive obligation on 31 March 2026 to make support payments until the date of legal transfer. After this date, IBCA will continue payments. Those eligible to receive support payments and subsequent compensation have an option to continue to receive support payments or to receive a lump sum. This forms a key judgement and estimation uncertainty, as outlined in note 1.3.

Compensation payment errors

In the event that errors relating to payments of compensation are identified, they are recognised as an increase or reduction of the utilisation of provision and a payable or receivable in the statement of financial position. Any amounts deemed to be irrecoverable are disclosed and reported in line with Managing Public Money and the FReM guidance on losses and special payments.

Amounts are initially measured at cost, which is deemed to be materially equivalent to fair value, and subsequently measured at amortised cost. Where relevant, recoverable amounts are valued under the expected credit loss model set out in IFRS 9.

1.16 Contingent liabilities

Contingent liabilities are not recognised in the statement of financial position but are disclosed in the notes to the accounts in accordance with IAS 37: Provisions, Contingent Liabilities and Contingent Assets. A contingent liability is a possible obligation arising from past events whose existence will be confirmed only by the occurrence or non-occurrence of uncertain future events. It can also be a present obligation arising from past events that is not recognised because either an outflow of economic benefit is not probable or the amount of the obligation cannot be reliably measured. In 2025 to 2026, IBCA held one contingent liability for appeals against interpretation of legislation, as detailed further in note 11 (2024 to 2025: none).

1.17 Taxation

The Victims and Prisoners Act 2024 has determined that IBCA is not a Crown body and is therefore not eligible to recover VAT. IBCA therefore does not qualify for the VAT recovery scheme that applies to government departments and agencies.

Furthermore, IBCA does not make taxable supplies and is therefore not required to register for VAT.

Irrecoverable VAT on supplier invoices is charged to the relevant expenditure category or included in the capitalised purchase cost of fixed assets.

IBCA is not subject to Corporation Tax, Income Tax, Stamp Duty Land Tax or Capital Gains Tax.

1.18 Changes in accounting policy

The 2025 to 2026 FReM introduces revised requirements for the valuation of non-investment assets, including changes to the valuation methodology for certain property, plant and equipment and intangible assets. The changes are intended to provide a more proportionate and cost-effective approach to asset valuation while retaining the existing use value basis where applicable. IBCA has applied the FReM change prospectively with an immaterial impact on the revaluation of property, plant and equipment.

1.19 Accounting standards issued but not yet effective

IFRS 18: Presentation and Disclosure in Financial Statements

IFRS 18 was issued in April 2024 and will replace IAS 1: Presentation of Financial Statements for accounting periods beginning on or after 1 January 2027 (the 2027-28 financial year for IBCA). The standard introduces new requirements for how entities present and explain their financial performance and financial position.

Under IFRS 18:

- the statement of financial position must follow a prescribed structure, with income and expenses classified into operating, investing, financing, tax and discontinued operations
- entities must present specified totals and sub-totals that follow this classification framework
- entities must disclose certain management performance measures that are not required by IFRS but are included in public communications to communicate management's view of financial performance

The impact of implementing IFRS 18 on the IBCA's financial statements cannot yet be assessed until HM Treasury communicates how it intends to adopt IFRS 18 in the FReM. The final effect will depend on the interpretations and adaptations included in future editions of the FReM. At the date these financial statements were authorised for issue, HM Treasury had not yet confirmed an effective date for public sector implementation of IFRS 18.

IFRS 19: Subsidiaries without Public Accountability: Disclosures

IFRS 19 was issued in May 2024 and applies to annual reporting periods beginning on or after 1 January 2027 (subject to UK and Financial Reporting Advisory Board endorsement). The standard permits certain eligible subsidiaries to apply reduced disclosure requirements when preparing their financial statements.

IBCA does not intend to early adopt IFRS 19. The FReM adoption dates have not been set at the time of the approval of accounts.

1.20 Restatement of prior period

In accordance with IAS 8: Accounting Policies, Changes in Accounting Estimates and Errors, the comparative figures for the period ending 31 March 2025 have been restated. This is due to IBCA's assessment that evidence related to assumptions on the volume of expected claims for the living infected never compensated, deceased infected and affected groups applied in the valuation in 2025 to 2026 was available at the date the prior year financial statements were authorised for issue, and could have reasonably been used in the valuation of the Infected Blood Compensation Scheme provisions as at 31 March 2025. The impact is material for the individual groups and the provision valuation overall.

Details regarding the nature of the restatement and the quantitative impact on the financial statements for the period ended 31 March 2025 are set out in note 15.

2. Expenditure

	Year ending 31 March 2026	Period ended 31 March 2025 (Restated)[72]
	£000	£000
Staff costs		
Wages, salaries and fees[73]	21,113	4,480
Social security costs	2,916	475
Pension costs	5,849	1,128
Untaken annual leave	442	217
Agency/temporary costs	8,062	2,193
Inward secondments	1,572	15
Total staff costs	**39,954**	**8,508**
Goods and services		
Accommodation	2,868	810
Audit fees – external[74]	430	335
Audit fees – internal	309	–
Consultancy[75]	6,690	1,884
Information technology[76]	18,938	1,995
Other staff-related costs	1,160	1,184
Professional services	3,365	2,924
Research and development	111	51
Supplies and services	1,462	1,546

72 See note 1.20 and note 15 for details regarding the restatement.

73 Further details can be found in the staff costs note within the accountability report, including details on management remuneration.

74 External audit fees total £430,000 (2024-25 £355,000) and relate to the audit of the financial statements. No non-audit services have been provided by the external auditors.

75 Increased expenditure against the prior reporting period reflects scale-up activity of IBCA and the move to independent status.

76 Information technology relates to non-capital expenditure to provide the service to users and associated operational costs. This has risen in line with the scaling service and organisation.

	Year ending 31 March 2026	Period ended 31 March 2025 (Restated)[72]
	£000	**£000**
Travel, subsistence and hospitality	349	168
Total goods and services	**35,682**	**10,897**
Rentals under short-term leases	**49**	**98**
Depreciation, amortisation and impairment		
Depreciation on property, plant and equipment	1,924	595
Depreciation of right-of-use assets	2,236	960
Revaluation – property, plant and equipment	(1)	–
Impairment – property, plant and equipment	1	–
Amortisation	1,259	–
Gain/loss on remeasurement of right of use assets	(53)	–
Total depreciation, amortisation and impairment	**5,366**	**1,555**
Provisions and other non-cash costs		
Increase in compensation scheme provision[77]	1,875,092	8,109,885
Total provisions and other non-cash costs	**1,875,092**	**8,109,885**
Total operating expenditure	**1,956,143**	**8,130,943**

77 Further details on compensation scheme provision can be found in note 10.

	Year ending 31 March 2026	Period ended 31 March 2025 (Restated)[72]
	£000	**£000**
Finance expenses		
Interest on lease liability	147	85
Total expenditure	**1,956,290**	**8,131,028**

3. Property, plant and equipment

3.1 Property, plant and equipment 2025 to 2026

	Leasehold improvements	Information technology equipment	Total
	£000	**£000**	**£000**
Cost or valuation			
As at 1 April 2025	**2,477**	**1,108**	**3,585**
Additions	1,201	540	1,741
Impairment	–	(2)	(2)
Revaluations	–	31	31
At 31 March 2026	**3,678**	**1,677**	**5,355**
Depreciation			
As at 1 April 2025	**521**	**74**	**595**
Charged in year	1,433	491	1,924
Impairment	–	(1)	(1)
Revaluations	–	1	1
At 31 March 2026	**1,954**	**565**	**2,519**
Net book value at 31 March 2025	**1,956**	**1,034**	**2,990**
Net book value at 31 March 2026	**1,724**	**1,112**	**2,836**

3.2 Property, plant and equipment 2024 to 2025

	Leasehold improvements	Information technology equipment	Total
	£000	**£000**	**£000**
Cost or valuation			
At 24 May 2024	**–**	**–**	**–**
Additions	2,477	1,108	3,585
At 31 March 2025	**2,477**	**1,108**	**3,585**
Depreciation			
At 24 May 2024	**–**	**–**	**–**
Charged in year	521	74	595
At 31 March 2025	**521**	**74**	**595**
Net book value at 24 May 2024	**–**	**–**	**–**
Net book value at 31 March 2025	**1,956**	**1,034**	**2,990**

4. Intangible assets

4.1 Intangible assets 2025 to 2026

	Assets under development	Information technology	Website	Total
	£000	**£000**	**£000**	**£000**
Cost or valuation				
At 1 April 2025	**8,233**	**1,144**	**-**	**9,377**
Reclassifications	(13,684)	13,069	615	–
Additions	36,620	–	–	36,620
At 31 March 2026	**31,169**	**14,213**	**615**	**45,997**
Amortisation				
At 1 April 2025	**-**	**-**	**-**	**-**
Charged in year	–	1,142	117	1,259
At 31 March 2026	**-**	**1,142**	**117**	**1,259**
Net book value at 31 March 2025	**8,233**	**1,144**	**-**	**9,377**
Net book value at 31 March 2026	**31,169**	**13,071**	**498**	**44,738**

4.2 Intangible assets 2024 to 2025

	Assets under development	Information technology	Website	Total
	£000	**£000**	**£000**	**£000**
Cost or valuation				
At 24 May 2024	**–**	**–**	**–**	**–**
Additions	9,377	–	–	9,377
Assets brought into use	(1,144)	1,144		–
At 31 March 2025	**8,233**	**1,144**	**–**	**9,377**
Amortisation				
At 24 May 2024	**–**	**–**	**–**	**–**
Charged in year	–	–	–	–
At 31 March 2025	**–**	**–**	**–**	**–**
Net book value at 24 May 2024	**–**	**–**	**–**	**–**
Net book value at 31 March 2025	**8,233**	**1,144**	**–**	**9,377**

All intangible assets comprise internally developed software and are owned by IBCA.

The aggregate cost of assets under development presented in 4.1 and 4.2 consists of:

- software development of a claims management payment system – 2025 to 2026: £25,788,000 (2024 to 2025: £6,136,000)
- a data platform – 2025 to 2026: £4,180,000 (2024 to 2025: £2,097,000)
- IBCA website – 2025 to 2026: £1,201,000 (2024 to 2025: nil)

The aggregate cost of assets in use presented in 4.1 and 4.2 consists of:

- a public-facing eligibility compensation calculator – 2025 to 2026: £1,519,000 (2024 to 2025: £320,000)
- a claim manager compensation calculator – 2025 to 2026: £1,156,000 (2024 to 2025: nil)
- in-use phase of the data platform – 2025 to 2026: £11,538,000 (2024 to 2025: nil)
- corresponding digital interface and website – 2025 to 2026: £615,000 (2024 to 2025: £824,000)

5. Leases

Right-of-use assets	Buildings year ending 31 March 2026	Buildings period ended 31 March 2025
	£000	**£000**
Cost or valuation		
As at 1 April	**5,049**	**–**
Additions	–	5,049
Remeasurement	363	–
Disposals[78]	(82)	–
At 31 March 2026	**5,330**	**5,049**
Depreciation		
As at 1 April	**960**	**–**
Charged in year	2,236	960
Remeasurement	(16)	–
Disposals	(82)	–
At 31 March 2026	**3,098**	**960**
Net book value at 31 March 2026	**2,232**	**4,089**

Leases primarily relate to IBCA's headquarters at Benton Park View.

A Memorandum of Terms of Occupation agreement between HMRC and IBCA is assessed as meeting the requirements of an IFRS 16 lease.

During the year, the lease term was extended by three months, and a lease reassessment was performed in accordance with IFRS 16 requirements. As a result, the lease term has been updated and now runs until 31 March 2027.

78 During the year, a lease arrangement expired at the end of its contractual term.

Following this reassessment, the lease liability was remeasured using a revised discount rate where applicable (5.32%), with a corresponding adjustment made for the right-of-use asset. Any difference arising in the remeasurement has been recognised in accordance with the IFRS 16 requirements.

Lease liabilities	**Year ending 31 March 2026**	**Period ended 31 March 2025**
	£000	**£000**
As at 1 April	5,135	–
Additions	–	5,050
Reassessment	324	–
Rent repayments	(2,337)	–
Finance charge	147	85
At 31 March	**3,269**	**5,135**
Payable in one year	3,269	3,514
Payable in two to five years	–	1,621
Total	**3,269**	**5,135**

Lease liabilities are recognised at the present value of the future lease payments not paid at the lease inception date, and discounted at rates promulgated by HM Treasury. The lease liability balance at 31 March represents the amount due to accommodation landlords.

Amounts recognised in the statement of comprehensive net expenditure	Note	Year ending 31 March 2026	Period ended 31 March 2025
		£000	£000
Lease expenditure			
Depreciation of right-of-use asset	2	2,236	960
Rentals under short-term leases	2	49	98
Effective interest expense	2	147	85
Gain on remeasurement of right of use assets	2	(53)	–
Total		**2,379**	**1,143**

Maturity analysis of contractual undiscounted lease payments

IBCA manages the liquidity risk arising from its liabilities through established financial management and budgeting processes designed to ensure sufficient funds are available to meet contractual obligations as they fall due. Expected lease payments are incorporated into cash flow forecasts and are monitored as part of IBCA's overall liquidity management framework.

	Year ending 31 March 2026	Period ended 31 March 2025
	£000	£000
Within one year	3,269	3,524
Two to five years	–	1,753
Undiscounted lease liability at 31 March	**3,269**	**5,277**

For leases less than 12 months, IBCA has applied the short-term exemption available under the FReM and the amount has been charged to expenses as rentals under short-term leases (see note 2).

6. Cash and cash equivalents

	Year ending 31 March 2026	Period ended 31 March 2025
	£000	**£000**
Balance as at 1 April	–	–
Net change in cash and cash equivalents	56,189	–
Balance as at 31 March	**56,189**	**–**

All cash balances are held with the Government Banking Service.

Cash and cash equivalents comprise cash held at the bank. The entity does not hold any cash equivalents.

7. Financial instruments

As the cash requirements of the entity are met through the estimate process, financial instruments play a more limited role in creating and managing risk than would apply to non-public sector bodies.

The majority of the financial instruments relate to contracts to buy non-financial items in line with the entity's expected purchases and usage requirements. IBCA is therefore limited in exposure to credit, liquidity and market risk.

IBCA's trade and other receivables and trade and other payables are simple and arise from operating activities.

8. Trade and other receivables

	Year ending 31 March 2026	Period ended 31 March 2025
	£000	**£000**
Recoverable amounts	1,026	918
Prepayments	335	63
Trade receivables	2	–
Deposits and advances	39	–
Total trade and other receivables at 31 March	**1,402**	**981**

Recoverable amounts relate to instances where IBCA has identified payments believed to be overpayments of compensation.

9. Trade and other payables

	Year ending 31 March 2026	Period ended 31 March 2025
	£000	**£000**
Trade payables	2,775	1,267
Accrued expenditure	17,630	7,923
Untaken annual leave accrual	645	216
Payroll taxes	878	–
Other payables	737	–
Total trade and other payables at 31 March	**22,665**	**9,406**

10. Provisions

Provision movements during the year ended 31 March 2026

	IBSS-registered	Living infected never compensated people	Deceased infected people	Affected people	Legal and financial support	Compensation scheme provision total (2025-26)	Compensation scheme provision total (2024-25) (Restated)
	£000	**£000**	**£000**	**£000**	**£000**	**£000**	**£000**
Balance at 1 April[79]	**2,595,056**	**2,125,527**	**1,200,297**	**2,129,157**	**–**	**8,050,037**	**–**
Provided in the year	1,722,288	165,232	276,931	–	89,550	2,254,001	8,109,888
Provision not required written back	–	–	–	(723,809)	–	(723,809)	–
Change in the discount rate	(77,663)	38,077	27,573	32,497	–	20,484	–
Unwinding the discount	104,580	85,659	48,372	85,805	–	324,416	–
Provisions utilised/ paid in year	(1,964,124)	(8,494)	(6,850)	(597)	(11,801)	(1,991,866)	(59,851)
Discounted balance at 31 March[80]	**2,380,137**	**2,406,001**	**1,546,323**	**1,523,053**	**77,749**	**7,933,263**	**8,050,037**
Undiscounted balance at 31 March	**3,361,184**	**2,418,687**	**1,576,176**	**1,584,401**	**77,749**	**9,018,197**	**9,842,910**

79 See note 1.20 and note 15 for details regarding the restatement.

80 The provision is discounted to adjust for the time value of money and does not reflect a change to the actual amount due for payment.

Analysis of timing of discounted cash flows at 31 March 2026[81]

	IBSS-registered	Living infected never compensated people	Deceased infected people	Affected people	Legal and financial support	Compensation scheme provision total (2025-26)	Compensation scheme provision total (2024-25) (Restated)
	£000	**£000**	**£000**	**£000**	**£000**	**£000**	**£000**
Within one year	334,360	1,701,652	454,644	66,736	10,789	2,568,181	1,779,902
Between one to five years	543,058	691,868	1,084,089	1,430,003	65,776	3,814,794	5,482,835
Later than five years	1,502,719	12,481	7,590	26,314	1,184	1,550,288	787,300
As at 31 March[82]	**2,380,137**	**2,406,001**	**1,546,323**	**1,523,053**	**77,749**	**7,933,263**	**8,050,037**

81 Discounted cash flow timings are based on management's best estimate based on current expectations around operational decisions.
82 See note 1.20 and note 15 for details regarding the restatement.

10.1 Explanatory notes

1. Actual cash flows will vary due to a number of factors including IBCA's capacity to process claims, sequencing decisions, operational capacity, volumes within groups, people eligible to claim, claims settling on a periodical payment rather than lump sum, claims which take longer than anticipated to resolve, and changes in the value and timing of payments. The timing of cash flows is highly uncertain and reflects assumptions on those electing to receive ongoing support payments, particularly relevant to payments later than five years, and on sequencing. See note 10.3 for further information on material assumptions which impact cash flow.
2. The movement in year of £0.1bn between the restated opening balance and 31 March 2026 closing balance was due to several material factors (covered in section 10.4.1):
    - payment of compensation in year and agreement to pay future periodic payments
    - recognition of new provisions
    - amending discount rates
    - revisions to key assumptions leading to a change in valuation (covered in section 10.6)
3. There was no provision for legal and financial support as at 31 March 2025.

10.2 IBCA's valuation model and basis for measurement

Within IBCA's valuation model, eligible people making a claim are grouped into groups that align with the scheme's eligibility criteria. These are:

- living infected people registered with an existing IBSS (IBSS-registered)
- living infected never compensated people (infected people not registered with an IBSS)
- deceased infected people
- affected people

Each group is described in more detail below, including the basis for the measurement of the provision.

10.2.1. Living infected people registered with an existing IBSS (IBSS-registered)

Under the Infected Blood Compensation Scheme Regulations 2025, eligible IBSS recipients are automatically eligible for the Scheme. Currently, responsibility for making ongoing support payments under the ‘adjusted route’ remains with the IBSS and is due to transfer to IBCA between January and March 2027. As a result, support payment projections for 2026 to 2027 are excluded from IBCA’s provision, acknowledging that DHSC will make the payment and therefore hold the liability.

Basis for measurement: Tariff including assessment of severity of infection and negative impacts suffered by victims, in addition to a supplementary award dependent on circumstances.

10.2.2. Living infected never compensated people (infected people not registered with an IBSS)

This group, those living infected never compensated, are people who are not registered with an IBSS and have been directly or indirectly infected through NHS blood, blood products or tissue during the relevant time periods as stated in the regulations. This includes anyone living who has been infected with HIV, Hepatitis C and chronic Hepatitis B, including those who were indirectly infected through their partners or loved ones.

Basis of measurement: Tariff including assessment of severity of the infection and negative impacts suffered by victims, in addition to a supplementary award dependent on circumstances. During the year and after discussion with the Cabinet Office’s Infected Blood Compensation Scheme Technical Expert Group, it has been deduced that compensation will be in line with the IBSS-registered known group.

10.2.3. Deceased infected people

Where a person who would have been eligible to apply to the scheme as an infected person has passed away, the personal representatives of the deceased infected person’s estate may apply for compensation on behalf of the estate. Those who had an acute Hepatitis B infection and died from their infection within 12 months of receiving the infected blood treatment, or of the Hepatitis B infection reactivating, are also eligible under this scheme.

Basis for measurement: Tariff including assessment of severity of infection and negative impacts suffered by victims, in addition to a supplementary award dependent on circumstances.

10.2.4. Affected people

Affected people are those who have suffered the impacts of infected blood through their relationship with an infected person. This includes partners, parents, children, siblings, and other friends and family members who cared for loved ones with an infection without reward or remuneration.

Bereaved partners registered under the IBSS currently receive ongoing support payments. When they receive a compensation offer from IBCA, these individuals can choose to continue receiving these regular support payments.

Where interim compensation has previously been issued to a bereaved partner via the IBSS, this amount will be deducted from the final comprehensive compensation award in line with legislation.

Basis of measurement: Tariff including assessment of severity of the infection and negative impacts suffered by victims, and potentially a supplementary award dependent on circumstances.

10.2.5. Legal and financial support

In line with recommendations made by Sir Robert Francis, and as permitted in legislation, IBCA may provide support to those eligible to make a claim to assist with legal considerations and financial guidance.

Basis for measurement: IBCA offers fixed fee support with respective legal and financial firms. This applies at varying rates dependent on group and requirements.

10.3 Process and methodology for setting the provision in line with accounting standards

The provision has been estimated under IAS 37: Provisions, Contingent Liabilities and Contingent Assets. The standard has been applied in order to derive a best estimate for the cost of the scheme. Data analysts developed a low, central and high scenario for claims and the overall cost of the scheme is calculated by multiplying the number of people estimated to claim compensation (estimating how many) by the amount awarded (estimating how much someone eligible would be entitled to).

Arriving at an estimate and timing of cash flow

Factoring in estimates on volumes, severities and choices, the expected cash outflows are then profiled based on the expected timing of the claim being opened for each group. This is based on projections of the sequence of claims and IBCA's capacity and is highly uncertain.

The estimate is discounted in the financial statements to represent the total cost of compensation at its present value. Discounting is required by accounting standards to factor in the time value of money. The applicable discount rate is prescribed by HM Treasury. For 2025 to 2026, the applicable rate was 3.64% (2024 to 2025: 4.03%).

Independent expert review

The underlying methodology, assumptions, and interpretations were presented to the Cabinet Office's Technical Expert Group. This is a group consisting of an expert actuary and clinicians, whose guidance was incorporated into the revised assumptions.

Provision governance

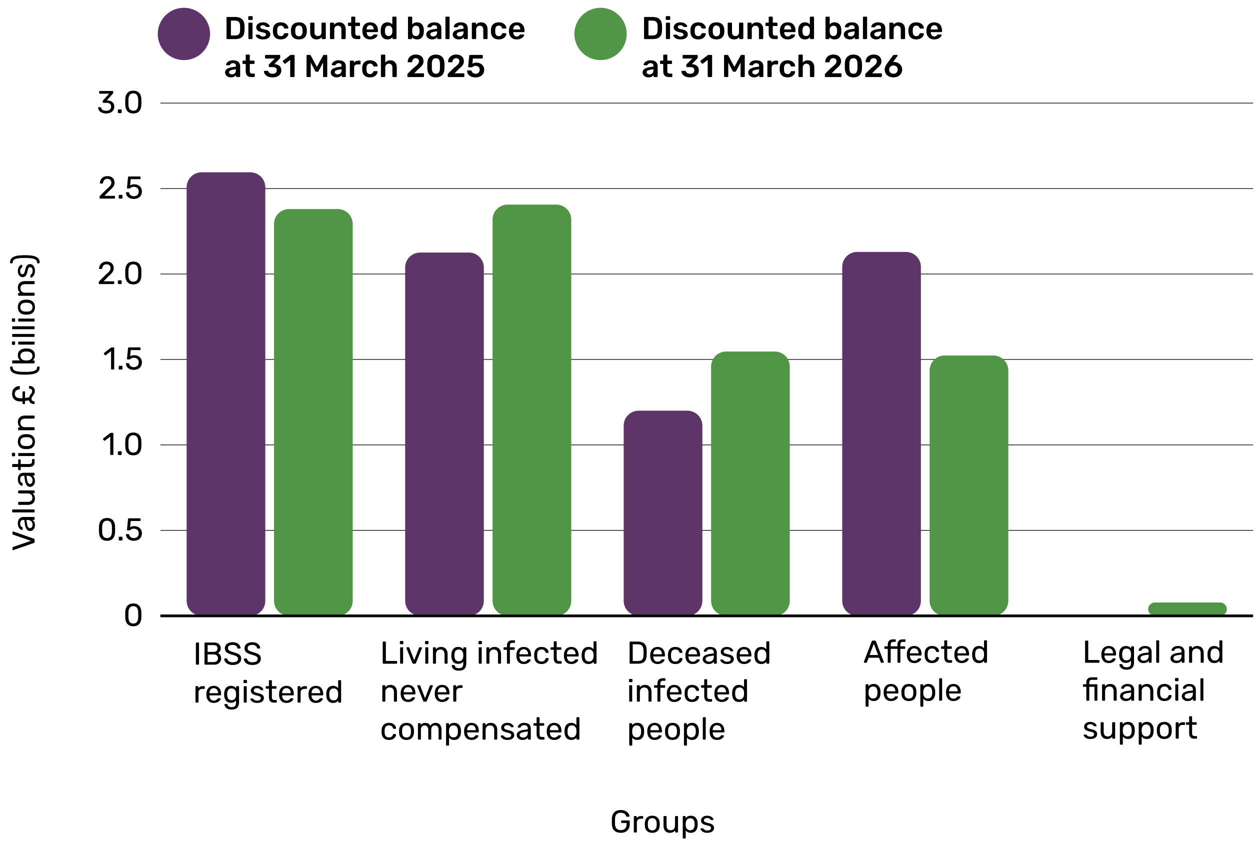
During the year, IBCA has strengthened its governance over the provision estimation, including internal controls and the implementation of a provision governance board, chaired by the Chief Finance Officer with representation from across IBCA. This board oversees activity related to the provision and ensures that the approach is in line with government standards. This confirms that management have reviewed and validated all underlying assumptions and evidence received.

10.4 Explanation of key movements in the provision for the financial year

In the financial year, the discounted provision balance reduced from the prior period restated closing balance of £8.0 billion to £7.9 billion at the reporting date.

The breakdown of the provision balance and comparison between reporting dates is illustrated below.

Discounted balance at 31 March 2025 and Discounted balance at 31 March 2026



10.4.1. The table below outlines changes in the discounted provision balance in the year.

Groups	Driver	Value (£m)	Change
IBSS registered	Change in assumption	1,749	Increase in provision from change in discount and increase in provision due to recognition of increased support payments (more opt for the 'adjusted' route).
Living infected never compensated	Change in assumption	289	Increase in provision from change in discount and reduction in provision due to inclusion of acute Hepatitis C at lower rate.
Deceased infected	Change in assumption	353	Increase in provision from change in discount and increase in provision due to increased value of compensation per claim.
Affected	Change in assumption	(605)	Decrease in provision from change in discount and reduction in provision due to lowering claim volumes.
Legal and financial support	Initial recognition	90	Included in 2026.
IBSS registered	Utilisation	(1,964)	Compensation payments (IBSS).
Other groups, legal and financial support	Utilisation	(28)	Compensation payments (living infected never compensated, estates and affected, and legal and financial support).

10.5 Advancements for the 2025 to 2026 provision estimate

The estimation of the provision for IBCA is subject to significant uncertainty, primarily due to unpredictability regarding the number of people eligible for compensation.

However, the combination of operational data, more robust parallel modelling, and expert clinical and actuarial advice during the year has substantially narrowed the range of uncertainty compared to the prior financial period and IBCA has made substantial progress.

Progress made for 2025-26 provision estimate	**Information availability**	**Impact**
Utilisation of operational data	1. Payments made to IBSS-registered individuals. 2. During 2025-26 this included over 3,000 claims.	1. Improved estimates around characteristics of living infected.
Registration data	1. In October 2025, IBCA launched a 'Register your intent to claim' service (which enables people to register their intent to make a compensation claim).	1. The data captured from these registrations provides an important measure of the number of people potentially eligible for compensation. 2. Bottom-up modelling was developed to extrapolate future volumes from the register.
Parallel modelling approaches	1. Cross tested two distinct models.	1. Enabled comparison as sense checking methodology.
Top-down modelling	1. In collaboration with the Cabinet Office, IBCA utilised the Statistical Expert Group (SEG) infection estimates and mapped the reported demographics against Office for National Statistics data on mortality and family sizes.	1. This enabled a projection of potential claims from both infected individuals and affected family members.

10.6 Key assumptions and areas of uncertainty

10.6.1. All groups are impacted by the following key assumptions or areas of uncertainty.

- Discounting and IBCA's rate of scale-up: The provision is discounted to reflect the time value of money. The applicable discount rate is prescribed by HM Treasury. Compensation payments estimated in the future are discounted back to a present value: the further in the future the payment, the greater the discount.
- Linked to the discounting mechanism, IBCA's scale-up decisions (such as when groups are paid, and the number of people paid in each year) as well as individuals' choices relating to core or adjusted routes impact the discounted value of the provision. Compensation payments have been modelled based on IBCA's current operational plans.
- Inflation: Under the Infected Blood Compensation Scheme Regulations 2025, support payments and periodic payments are increased by the Consumer Price Index each April, by the rate in the preceding September. The rate is determined by the Office for National Statistics and cannot be controlled by IBCA.

10.6.2. These overarching assumptions and areas of uncertainty need to be considered along with other assumptions which are more specific to a particular group and the potential financial sensitivity to change.

Assumption	Estimation approach and data source	Degree of data uncertainty	Explanation and mitigating factors	Financial sensitivity to assumption variation
Discount rates[83]	Prescribed via HM Treasury public expenditure system guidance	Prescribed	External rates set by third parties	Medium
Inflation[84]	Prescribed via regulation and set by Office for National Statistics guidance	Prescribed	External rates set by third parties	High
Living infected never compensated group size	Empirical 'Register your intent to claim' service metrics and 'top-down' demographic modelling	Medium	Registration provides an indicative data set of numbers likely to claim, which support assumptions on group size.	Medium

83 The influence of discount rates on the overall provision is medium as only support costs extend beyond six years of completion or payment.

84 The impact which inflation has on the total provision is high but external impact and prescribed rate.

Assumption	**Estimation approach and data source**	**Degree of data uncertainty**	**Explanation and mitigating factors**	**Financial sensitivity to assumption variation**
Deceased infected group size	Empirical 'Register your intent to claim' service metrics and 'top-down' demographic modelling	Medium	1. Most claims for deceased infected people will be those where the infected person survived longer (so was more likely to have symptoms and know they were infected), and/or had more severe symptoms. There will be fewer deceased infected claims overall, but a greater proportion of deceased infected claims at a higher severity level. 2.Overall claim volumes are lower as some are unaware they were infected.	High

Assumption	Estimation approach and data source	Degree of data uncertainty	Explanation and mitigating factors	Financial sensitivity to assumption variation
Deceased infected survival scenario	Based on data from the Infected Blood Inquiry's Statistical Expert Group (SEG) report	Medium	Assumption that for those who were infected by blood transfusion, demographic and survivorship data in the Inquiry's Statistical Expert Group (SEG) report shows that many sadly died relatively soon after receiving a transfusion, before symptoms of Hepatitis C were likely to be present.	Medium
Evidence-led route	Broadly based on the demographics of living infected applicants and stress tested at different earnings levels	Low	N/A	Medium

The assumptions with negligible impact on sensitivity when measuring high and low criteria are life expectancy for support payments, Hepatitis C acute group size, carers group size and unethical research.

10.6.3. The estimated range of claim numbers of the various groups is wide, and the following table shows the central estimate of a range.

	31 March 2026 (remaining estimate of claims not settled)	31 March 2026 (total estimate)	31 March 2025 (total estimate) (restated)[85]
IBSS-registered people (known group)	500	3,629[86]	3,524
Living infected never compensated people	2,008	2,016	2,016
Deceased infected people	2,888	2,895	2,895
Affected people	24,734	24,745	36,416
Total	**30,130**	**33,285**	**44,851**

In the case of some groups, there have been specific changes during the year which are not highlighted in 10.6.2 above and are included below.

85 See note 1.20 and note 15 for details regarding the restatement.
86 Additional 105 due to timing as IBSS has closed to new applications from 1 April 2025.

10.6.4. IBSS registered – Sensitivity of core and adjusted uptake assumption

At 31 March 2025, 53 payments were made in the proportion of 60% core and 40% adjusted route. The provision was valued on the basis of this assumption continuing. At 31 March 2026, 3,129 payments were made in the proportion of 43% core and 57% adjusted route. While significant compensation has been paid in the year, this change in proportions led to a revaluation increase to reflect the support payments which, while known, have an inherently uncertain payment duration and therefore remain within the provision. The impact is shown in the table below.

Table for sensitivity	Included in figures at 31 March 2026	Prior year assumption	Included in figures at 31 March 2026	Prior year assumption	Impact of assumption change in values
Discounted value	**Claim numbers**	**Claim numbers**	**£000**	**£000**	**£000**
IBSS adjusted route	281	219	109,470	85,579	(23,891)
IBSS core route	219	281	224,891	287,665	62,774
Discounted Value Total			334,361	373,244	38,883
Support payments			1,875,505	1,834,639	(40,866)
Supplementary payments			170,271	170,271	0
Total	**500**	**500**	**2,380,137**	**2,378,154**	**(1,983)**

10.6.5. Affected claims

On 31 March 2025, estates of affected individuals who had passed away were not eligible to claim. Following amendments to the regulations, at 31 March 2026, estates of affected people who passed away between 21 May 2024 and 31 March 2031 are now eligible and modelling assumes that 100% of estates of any affected person who passes away past May 2024 will claim.

The volume of affected claims is modelled as a direct function of the infected groups with the resulting sensitivity range presented dependent on the volatility of those groups. Management explicitly notes that this tight numerical distribution reflects mechanical dependency within the current calculation model, rather than an absence of underlying parameter risk or a high degree of objective demographic certainty.

One driver of the reduction is the fact that mortality of affected people is better considered in estimates. Many people were infected relatively later in life, so their parents, siblings and partners are unlikely to be alive today. Registration data also indicates that fewer people in the carers category will claim.
The central scenario at 31 March 2025 and 31 March 2026 was that there would be approximately 400 carers likely to claim.

10.7 Sensitivity as at 31 March 2026

Sensitivity analysis on discounted provision

The valuation of the Infected Blood Compensation Scheme provision is sensitive to variations in its core underlying assumptions. Because actual outcomes may deviate from the central estimates adopted by management, a sensitivity analysis has been performed to illustrate the potential financial impact of alternative scenarios.

The scenarios evaluated below represent reasonable alternative hypotheses based on emerging operational data, evidence and research, and expert clinical advice. In accordance with standard accounting practice, each sensitivity test isolates the impact of a single variable while holding all other model assumptions constant. The assumptions and uncertainties which IBCA considers to have a material effect on the provision are presented below showing illustrative estimates of potential upper and lower outcomes but the probability associated with those outcomes is not measured.

Assumption and key sensitivities	**Lower end of range**	**Increase/reduction from central (provision estimate)**	**Upper end of range**	**Increase/reduction from central (provision estimate)**
Public expenditure system rate (rate prescribed by HMT)	£7,515 million 1% increase	£417 million reduction	£8,244 million 1% decrease	£311 million increase
Inflation (rate prescribed by HMT – 3.80% for 2026-27)	£7.403 million 1% decrease	£530 million reduction	£9,314 million 2% increase	£1,381 million increase
Life expectancy scenario (for support payments)	£7,736 million Ogden tables applied for male and female. Low assumes increased mortality by applying an Ogden discount factor (rate of return of 0.5%)	£197 million reduction	Not computed as no rationale for assuming people exceed average life expectancy	N/A
Living infected never compensated group size	£7,647 million Registration data and demographic modelling adjustments	£285 million reduction	£8,358 million Registration data and demographic modelling adjustments	£425 million increase
Deceased infected group size	£7,574 million Registration data and demographic modelling adjustments	£359 million reduction	£9,068 million Registration data and demographic modelling adjustments	£1,134 million increase

Assumption and key sensitivities	Lower end of range	Increase/reduction from central (provision estimate)	Upper end of range	Increase/reduction from central (provision estimate)
Deceased infected survival scenario	£7,586 million Survival timelines applied	£347 million reduction	£8,187 million Survival timelines applied	£254 million increase
Evidence-led route	£7,855 million Demographics of living affected applicants and stress tested at different earnings levels	£78 thousand reduction	£8,159 million Demographics of living affected applicants and stress tested at different earnings levels	£226 million increase

Sensitivity of provision to percentage who will claim

A large uncertainty in estimating the financial provision is predicting the number of claimants (the 'group' sizes). IBCA forecasts these numbers by blending registration data, statistical modelling, and expert actuarial and clinical advice.

The financial provision is sensitive to claim estimates. To reflect this, IBCA assigns different claim probabilities to different groups. For example, the estate of someone who died shortly after a contaminated transfusion (and therefore probably they and the estate are unaware of the infection) is assigned a lower claim likelihood than a living person who has spent decades with the infection.

Even a small ±1% shift in this claim likelihood changes the living infected never compensated group by 30 people, the estates group by 223 people, the affected group by 337 people and the total provision by £165 million.

11. Contingent liabilities

Contingent liabilities represent possible obligations that arise from past events and whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of IBCA. They also include present obligations where the outflow of resources is not probable or the amount cannot be measured reliably. IBCA discloses the following material contingent liabilities in accordance with IAS 37: Provisions, Contingent Liabilities and Contingent Assets.

Appeals against interpretation of legislation

IBCA is currently involved in litigation matters challenging interpretation of the severity levels found in Schedule 1 of the Infected Blood Compensation Scheme Regulations 2025.

In the event that IBCA loses the litigation, the financial impact would include both litigation costs and additional compensation. While difficult to fully estimate, IBCA's assessment is that this could total £2 billion, based on differences between entitlement levels and likely claims. This amount is highly uncertain as not all claims would be eligible. The litigation is expected to conclude in 2027.

Legally privileged

IBCA has a contingent liability subject to legal privilege, for which details are not given to avoid prejudicing IBCA's position. The likelihood of future outflow of economic resources is considered likely and cannot presently be valued.

12. Financial and capital commitments

There were no material capital commitments or material commitments under other non-cancellable contracts at 31 March.

13. Related-party transactions

IBCA is a non-departmental public body sponsored by the Cabinet Office. The Cabinet Office is regarded as a related party by virtue of its sponsorship and funding of IBCA. All expenditure incurred by IBCA during the period has been met by grant-in-aid from the Cabinet Office.

During the reporting period, the Cabinet Office charged IBCA a service delivery fee for managing the supplier contract for the development of software. The amount was charged to the statement of comprehensive net expenditure. In addition, the Cabinet Office recharged staff time where their role was to support IBCA's establishment.

During the reporting period, the Government Property Agency provided assistance with securing office premises and project management of fit out works.

During the reporting period, the Department for Work and Pensions has provided a payments service in relation to compensation payments.

IBCA has a Memorandum of Terms of Occupation arrangement with HMRC for the use of offices at Benton Park View.

There were no other related-party transactions with Board members or key managerial staff, other than remuneration paid for their services as Board members and reimbursement of business travel and subsistence expenses. Further details can be found in the remuneration and staff report, including details on management remuneration.

14. Events after the reporting period

We consider events that occur after the financial year in accordance with the requirements of IAS 10: Events After the Reporting Period. Events are considered up to the date on which the accounts are authorised for issue, interpreted as being the date of the certificate and report of the Comptroller and Auditor General to the House of Commons.

There are no events which meet the conditions of adjusting events after the reporting period. The events which meet the conditions of material non-adjusting events are detailed below.

Additional Inquiry report

In April 2026, the government published its response to the Infected Blood Inquiry's Additional Report on Compensation, specifically relating to consultation undertaken in response to proposed amendments to compensation eligibility and awards (referred to as the fourth regulations). The government's response set out proposed changes to legislation and a plan to place these before Parliament later in 2026.

IBCA assesses these changes as new obligations which were not in existence at the reporting date, and therefore, in line with IAS 10: Events After the Reporting Period, as a non-adjusting event.

As a material non-adjusting event, the required disclosure must include an estimate of its financial effect. Indicative policy work suggests the potential cost for the new compensation eligibility and awards to be approximately £1 billion.

The Accounting Officer authorised these financial statements for issue on the date of the Comptroller and Auditor General's audit certificate.

15. Restatement of prior period comparatives

The Comptroller and Auditor General provided a qualified audit opinion on IBCA's accounts for the period ended 31 March 2025 due to an absence of sufficient evidence to support key assumptions on the expected volume of people making a claim within the Infected Blood Compensation Scheme and the valuation of related provision. IBCA identified that more reliable evidence underpinning the assumptions of the volume of claims for the living infected never compensated, deceased infected, and affected groups was available at the date the prior year accounts were authorised for issue. The impact on the valuation of the provisions and net expenditure is material, leading to a restatement of the comparatives for the period to 31 March 2025 being required in accordance with IAS 8.

IBCA has taken the opportunity of the restatement to also re-present disclosure of capital accruals movements.

Impact

The restatement results in a £1,532 million net reduction in both the valuation of the compensation scheme provision as at 31 March 2025 and net expenditure for the period ended 31 March 2025. The impact on the financial statements for the comparative period 2024 to 2025 is shown below.

The effect of the restatement of the statement of financial position as at 31 March 2025 and the statements of comprehensive net expenditure, cash flows and changes to taxpayers' equity for the period 24 May to 31 March 2025 are summarised below:

Statement of comprehensive net expenditure

		Published accounts 2024-25	Restatement impact	Restated 2024-25
	Note	£000	£000	£000
Operating expenditure				
Movement in compensation scheme provision	2	9,641,917	(1,532,032)	8,109,885
Net operating expenditure		9,662,975	(1,532,032)	8,130,943
Total net expenditure		9,663,060	(1,532,032)	8,131,028
Other comprehensive net expenditure				
Comprehensive net expenditure		9,663,060	(1,532,032)	8,131,028

Statement of financial position

	Note	Published accounts 31 March 2025	Restatement impact	Restated 31 March 2025
	Note	**£000**	**£000**	**£000**
Current liabilities				
Provisions	10	(1,859,166)	79,264	(1,779,902)
Total current liabilities		(1,872,086)	79,264	(1,792,822)
Total assets less current liabilities		(1,854,649)	79,264	(1,775,385)
Non-current liabilities				
Provisions	10	(7,722,900)	1,452,768	(6,270,132)
Total non-current liabilities		(7,724,521)	1,452,768	(6,271,753)
Total assets less liabilities		(9,579,170)	1,532,032	(8,047,138)
Taxpayers' equity				
General reserve		(9,579,170)	1,532,032	(8,047,138)
Total taxpayers' equity		(9,579,170)	1,532,032	(8,047,138)

Statement of cash flows

	Note	Published accounts 31 March 2025	Restatement impact	Restated 31 March 2025
	Note	£000	£000	£000
Cash flows from operating activities				
Total net operating expenditure	SoCNE	(9,662,975)	1,532,032	(8,130,943)
Adjustment for non-cash items				
Increase in trade payables		4,587	4,819	9,406
Movement in capital accruals in relation to investing activities		–	(4,819)	(4,819)
Increase in provisions	10	9,641,917	(1,532,032)	8,109,885
Net cash outflow from operating activities		8,142	–	8,142

Statement of changes in taxpayers' equity

	Note	Published accounts 2024-25	Restatement impact	Restated 2024-25
	Note	£000	£000	£000
Balance at 24 May 2024		–	–	–
Total net expenditure	SoCNE	(9,663,060)	1,532,032	(8,131,028)
Balance as at 31 March 2025		(9,579,170)	1,532,032	(8,047,138)

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