

Infected Blood Compensation Authority

Make a claim discussion

How this discussion is structured

- Introductions
- About this discussion
- Topic 1: Prioritising claims in private beta for those who have previously engaged with IBCA
- Topic 2: Providing proof of an infection
- Mid-point check in and break if needed
- Topic 3: Proving identity up front
- Topic 4: Using GOV.UK One Login and supporting those that can not use this
- Thank you and next steps



About this discussion

- We are engaging with representatives of groups of unregistered infected people and legal reps
- We will explain where we are in the development process for opening claims to the living unregistered infected, and share some of the proposals we're developing, to then discuss with you
- We will take notes of the meeting to share with you, and also feed into a report to IBCA's Executive Committee and Board on your views
- We will publish a report covering this and all the other sessions that we hold on our website
- Some of the content in this session may be upsetting - you are welcome to take breaks or leave the session at any time



Topic 1: Prioritising claims in private beta of those who have previously engaged with IBCA

What we mean by private beta

Private beta is a way of testing a small number of claims to make sure the service will work when it goes live.

It involves putting in place a bit of extra time, support and checks for a short period.

In private beta, we can test and fix things quickly to make sure everything will work when it goes live.

Discussion question 1

As part of private beta, we have to decide who we ask to be the first people in the unregistered living infected group to start their claims for compensation.

- We have committed to and published a set of prioritisation criteria as recommended by the Inquiry. This would mean starting with those near End of Life and then prioritising based on age and severity.
- We have been asked by some members of the community to take a different approach and prioritise claims from people who have previously helped us design the service, which includes those who have taken part in our initial discussions and/or user research.

If we do this, we need to think about two main risks:

- We might be seen as leaving out those who haven't had the chance to engage with us before.
- We have to be careful not to reveal the identity of people who have taken part in user research, as we promised to keep their information private.

What are your views on the approaches we could take to open the service? How can we make sure it is fair while handling these risks?



Topic 2: Providing proof of an infection

Proposed journey to start your claim

Register

A person is able to register their intent to claim

Prioritise

Claims are prioritised

Proof of infection & identity

A person will be asked to provide proof of an eligible infection and confirm their identity

Make a claim

A person is able to provide their claim information and send supporting information



Discussion question 2

As part of a proposed 'Prepare to make a claim' stage, we would like to ask for proof of an eligible HIV, Hepatitis B or Hepatitis C infection.

This approach is designed to balance two key needs:

- Protecting the service from a large number of claims that wouldn't be successful, which could slow things down for everyone;
- While also not making it too difficult for infected people who aren't yet registered to come forward.

You will not need to provide any other infection details, like the date of infection or how you were infected, until you make a claim.

What are your views on this approach?

Topic 3: Proving identity up front

Discussion question 3

To protect against fraud and make sure that a claim manager is assigned to the right person, we also plan to check each person's identity during the 'Prepare to make a claim' stage.

This will help us confirm who you are early in the process, which helps keep the service secure for everyone and helps minimise any delays when it comes to starting your claim.

What do you think of this approach?

Topic 4: Using GOV.UK One Login and supporting those that cannot use this

What everyone will see when using GOV.UK One Login

Infected Blood
Compensation Authority

Prototype This is a prototype of a new service for testing purposes only.

[Back](#)

Confirm your identity

You need to confirm your identity to continue with your claim.

You can do this using GOV.UK One Login. You'll be able to create a GOV.UK One Login account if you do not already have one.

You'll need the following:

- an email address
- photo ID - for example, a valid UK passport or driving licence or non-UK biometric passport
- a smartphone

Getting help

You can ask someone you know and trust to help you if you do not feel comfortable using GOV.UK One Login by yourself. You can also use someone else's smartphone if you do not have one. Find out [what the person you ask can and cannot help you with](#).

Contact the [GOV.UK One Login helpdesk](#) if you are having problems creating an account or confirming your identity.

[Start now >](#)

Infected Blood
Compensation Authority

Confirm your identity with IBCA

Prototype This is a prototype of a new service for testing purposes only.

[Back](#)

You will now need to create a GOV.UK One Login to sign into your IBCA account

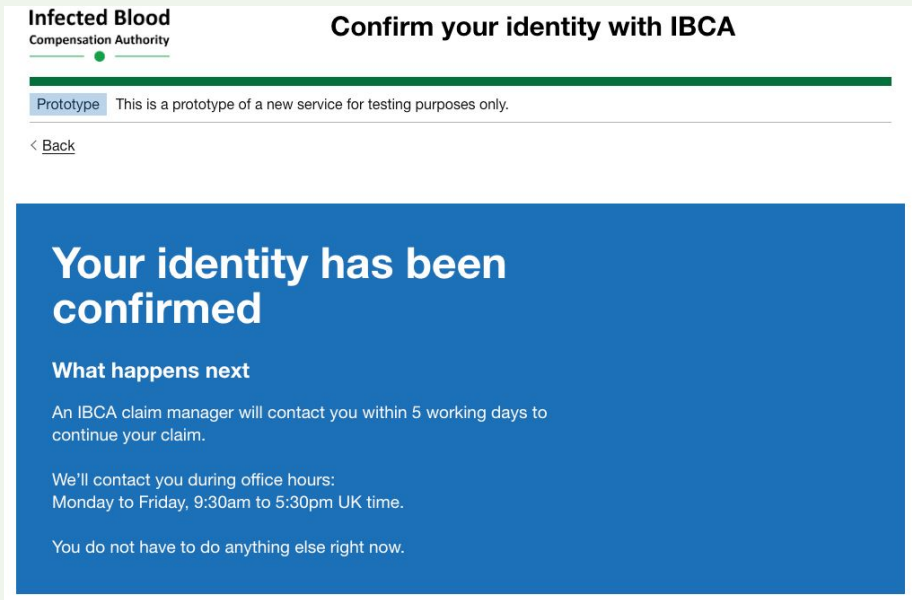
The email address and password you provide will be used to create your account

[Continue](#)

NOT IBCA POLICY

Infected Blood
Compensation Authority

When you have proved your identity



Infected Blood
Compensation Authority

Confirm your identity with IBCA

Prototype This is a prototype of a new service for testing purposes only.

[Back](#)

Your identity has been confirmed

What happens next

An IBCA claim manager will contact you within 5 working days to continue your claim.

We'll contact you during office hours:
Monday to Friday, 9:30am to 5:30pm UK time.

You do not have to do anything else right now.

One Login can prove the identity of those who:

- Use the One Login mobile phone app
- Have a UK postal address, and
- Use a biometric passport.

One Login statistics estimate this would be the result for around 70% of users.

NOT IBCA POLICY

Infected Blood
Compensation Authority

What will happen if you cannot prove your identity

If we need to ask for more documents

Infected Blood
Compensation Authority

Confirm your identity with IBCA

Prototype This is a prototype of a new service for testing purposes only.

[Back](#)

You need to provide more documents to confirm your identity

We need to be sure that all claims are genuine.

A UK driving licence or non-UK biometric passport can only partly confirm your identity to the level that we need to proceed with your claim.

There are other types of document that can be combined with these to provide this extra level of security.

A claim manager will contact you within 5 working days. They will work with you to find out which documents you can provide. You may be asked to provide 2 different documents.

You may also have a video call with a claim manager to confirm your identity online.

We'll contact you during office hours:
Monday to Friday, 9:30am to 5:30pm UK time.

If identity can't be proven through One Login

Infected Blood
Compensation Authority

Confirm your identity with IBCA

Prototype This is a prototype of a new service for testing purposes only.

[Back](#)

You need to confirm your identity another way

You have not confirmed your identity with GOV.UK One Login. We need to be confident that everyone who submits a claim is genuine before we can process it.

You can confirm your identity by providing different documents. You may be asked to provide 2 or more documents.

You may also have a video call with a claim manager to confirm your identity online.

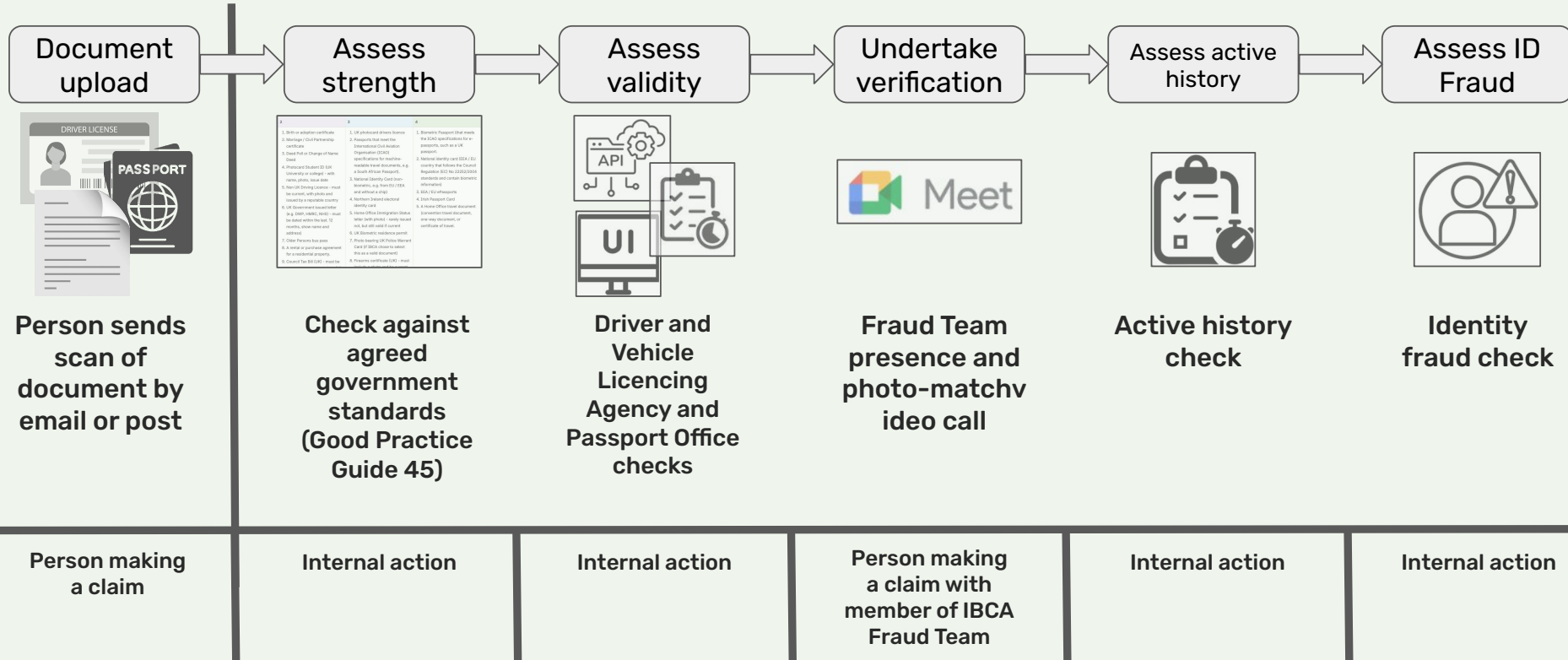
A claim manager will contact you within 5 working days, and will work with you to find out which documents you can provide.

We'll contact you during office hours:
Monday to Friday, 9:30am to 5:30pm UK time.

[Continue](#)

NOT IBCA POLICY

What a supported digital route will look like



NOT IBCA POLICY

Discussion question 4

We will be using GOV.UK One Login to prove people's identities. This has been created by government and uses a mobile phone app to check identity documents.

- It's already used for many public services, including 'use a lasting power of attorney' and 'renew your driving licence'
- We want to make sure we prove someone's identity in a way that is trusted, quick to use and gives claim managers confidence that someone is who they say they are
- But we know some people may not feel confident in using GOV.UK One Login

What should we be thinking about when we are providing support to people who cannot use One Login?



Thank you and next steps

Next steps

- We'll share notes of this meeting with you, and also include the main themes into a report with your insights to shape our approach
- We will publish the report covering this and all the other sessions that we hold, on our website (no individual names will be included)
- We will inform you when we are holding more community driven development sessions

Do you have any questions?



ibca.engagement@ibca.org.uk