

Infected Blood

Compensation Authority

IBCA Board Minutes 18 November 2025, 12:30 - 15:00 Rievaulx 2, Benton Park View, Newcastle

Board Members:

1. Sir Robert Francis - interim Chair
2. David Foley - interim CEO
3. Deborah Harris-Ugbomah - interim Non-Executive Director
4. Sir Rob Behrens - interim Non-Executive Director
5. Russell Frith - interim Non-Executive Director
6. Caroline Patterson - CO Chief Financial Officer, and Acting Interim IBCA CFO
7. Celine McLoughlin - Director, Digital
8. Sindy Skeldon - Director, Operations

Attendees:

1. James Quinault - Director-General, Public Inquiries Response Unit
2. John Kelly - Director, Data
3. Jill Moore - Director, HR
4. Mark Hitchen - Acting HR Director
5. Rachel Forster - Director, Communications
6. Victoria Brock - General Counsel
7. Jason Evans - User Consultant
8. Chair's Private Secretary
9. Governance Secretariat

Apologies:

1. Helen Parker - Non-Executive Director

Welcome

- 1.1. The Chair welcomed everyone to the Board meeting.
- 1.2. No interests were declared.
- 1.3. The minutes were amended for accuracy.
- 1.4. The Board reviewed the IBCA action log and noted that the aim was to close actions prior to each Board.

2. CEO Update and Strategic Delivery Report

2.1. The CEO updated the Board on operational progress:

2.1.1. 1,421 registrations had been submitted for new groups.

2.1.2. The aim was to open to all core groups by the end of the calendar year.

Service Goals

2.2. The CEO noted that negotiations had opened with all five firms intending to provide **professional services**, enabling registrations to open to the living but never compensated group.

2.3. The Digital Director then went on to explain the current status of '**process a claim**'. There had been complexity with the introduction of the new digital process, so there had been decoupling with the strategic data platform, so that service delivery could continue as fast as possible without increasing risk. In terms of next steps, the first part of the journey for 'make a claim' would be expanded to everyone, while some manual processing would continue beyond this point. OneLogin was now live, and the checks with the Passport Agency and the Driver and Vehicle Licensing Agency were ready for imminent use. All the necessary guidance was in place.

2.4. Future private beta phases for people who were affected were exploring what would be reasonable requirements for 'prepare to claim'. The 'process a claim' element would continue to be manual.

2.5. The Data Director added that decoupling the **data platform** meant that work could continue in parallel, with both workstreams (process and platform) to join up again at a future date.

2.6. The Digital Director outlined potential checks beyond passport and driving licence, which would allow for risk-based decision-making. This would be considered by the Audit, Risk and Assurance Committee (ARAC).

Strategic Risks

2.7. The Chief Executive then opened the discussion on **risk management**. The Operations Director explained the actions to reduce the risk of fraud. The General Counsel explained that it was a litigious context, which meant that litigation would always be a residual risk.

Directorate Summaries

2.8. The Digital Director noted that this would provide details of releases to the Board and welcomed suggestions from the Board for any particular aspects of interest.

Data

- 2.9. The Data Director outlined new capabilities that would relieve the pressure on the medical centres. There was also work ongoing at a strategic level to make sure that the NHS was content with the way that IBCA was handling data. The Director-General added that the Cabinet Office was working with the NHS to move forward, including on HIV cases that had stalled.
- 2.10. The Board touched upon the fact that in other instances, GPs were paid to provide information; however, this situation was deemed as being outside the NHS contract.

Policy Decisions

- 2.11. The Chief Executive proposed a Board Seminar on two issues: 1) the policy on assessing Hepatitis B eligibility, together with clinicians' advice for consideration; 2) the difference between fibrosis and cirrhosis when assessing infection severity levels.
- 2.12. The Board agreed to this proposal **[Action]**.
- 2.13. The Chief Executive proposed to publish data that was being shared with the Cabinet Office, and how IBCA was responding to trends.
- 2.14. The Board agreed to this proposal **[Action]**.

Strategic Delivery Report

- 2.15. The Board then discussed the balance between the public and private content. There was agreement that subject access requests, freedom of information and feedback surveys all provided valuable information for the public to see, as well as insights drawn from Claims Awaiting Resolution (CARs).
- 2.16. The Chair proposed that the report be reviewed in order to redact commercially sensitive data prior to publication **[Action]**, and that Board dates should be synchronised with data reporting cycles **[Action]**.
- 2.17. The user consultant noted that the community were interested in the details. **]**

3. Registration

- 3.1. The data team presented figures on trends in the number of registrations. There were 951 people living with infections who had registered by the beginning of November, enabling estimates to April 2026. The team then outlined that the volume of registrations linked to deceased people who had been infected was lower than suggested by estimates.
- 3.2. For the next group, there had been 9,631 registrations of affected people, which was also lower than anticipated, given the expected infected: affected ratio.

- 3.3. It was explained that it was difficult to build some considerations into modelling. For example, for the HIV group, they were less likely to have had children, and for people who died within 12 months of a blood transfusion, they may not have realised that they had been infected with Hepatitis C.
- 3.4. The Board then discussed validation processes for affected people, which would occur after the registration stage. Some affected people may have omitted to register themselves as infected. It would be essential to conduct some research into the behavioural psychology behind registration delays. It was also important to understand the longevity of claims. The Alliance House organisations would have useful data about infected people who were now deceased.
- 3.5. The discussion then went on to acknowledge the need to plan for the lifetime of the Infected Blood Compensation Authority (IBCA) in all scenarios. The impact of any model on the accounts would be important to consider in order to satisfy the National Audit Office. The best way to estimate from this point forward would be to use ongoing registration rates, including the effect of the opening of the private beta phase. Further, it was necessary to understand the proportion of payments that were being returned owing to inheritance tax.
- 3.6. The availability of another useful source of data was also highlighted during this session.
- 3.7. The Board agreed in principle to: further research (subject to confirmation of cost-effectiveness) **[Action]**; low-key, targeted communications to spread the message about registration **[Action]**; and to plan for a wider marketing campaign (in case it should be required) **[Action]**.

4. Any Other Business

- 4.1. The Chair noted that recruitment for additional Non-Executive Directors was under way.
- 4.2. The Board agreed that the first Public Board would be held on 3 February. The Governance Team should come to the next meeting with a proposal for the dates of subsequent quarterly Public Boards, monthly Board Seminars, the Audit, Risk and Assurance Committee (ARAC), the Remunerations Committee (REMCO) and the Performance and Quality Committee (PQC) **[Action]**.

Date of next meeting: 16 December 2025

2025-11-18 Actions from the Board Meeting

Date	Action No.	Action	Owner	Due Date
18/11/25	IBCAB 151	Circulate two policy issues out of committee for Board Seminar.	Celine McLoughlin	16/12/25
18/11/25	IBCAB 152	Publish data shared with the Cabinet Office and how IBCA is responding to trends.	John Kelly	16/12/25
18/11/25	IBCAB 153	Redact commercially sensitive data from the Strategic Delivery Report.	Shainila Pradhan	16/12/25
18/11/25	IBCAB 154	Synchronise Board dates with data reporting cycles.	Cherry Roberts	16/12/25
18/11/25	IBCAB 155	Confirm research cost and conduct further research into registration delays.	Rachel Forster	16/12/25
18/11/25	IBCAB 156	Use low key, targeted communications to spread the message about registration.	Rachel Forster	16/12/25
18/11/25	IBCAB 157	Conduct planning for a wider marketing campaign about registration (in case it should be required).	Rachel Forster	16/12/25
18/11/25	IBCAB 158	Prepare a Board Paper with a proposal for the dates of quarterly Public Boards and how related meetings will be synchronised.	Cherry Roberts	16/12/25