

# Infected Blood

## Compensation Authority

**Our response to community group sessions on:**

### **Opening the service for people representing those who are deceased and were infected.**

Please see the published [summary](#) of these sessions for more details. We have summarised the main themes in the table below. The table also sets out IBCA's response to the themes and suggestions we heard at these group discussions.

If you think we've missed any significant themes, you can use our feedback [form](#) to let us know.

Suggestions and views raised at community group sessions	IBCA response
<b>Use existing documentation</b>	
<ul style="list-style-type: none"> <li>● Transfer documents already held by previous compensation schemes, such as EIBSS, IBSS, IEBPS and Cabinet Office (from interim payments) rather than requesting again. Set up secure data-sharing protocols between departments.</li> </ul>	<p>We are exploring the transfer of documents and other relevant information to minimise the need for someone to have to provide it to IBCA again.</p> <p>During a person's claim, we will always check with them that the information we have used is correct.</p>
<ul style="list-style-type: none"> <li>● Begin processing claims where probate documents are already in place.</li> <li>● Split claim managers: some focus on ready claims, others support those gathering paperwork. Don't hold ready claims back.</li> </ul>	<p>When a person makes their claim, we will check if they have legal authority to do so on behalf of the estate (including probate documents). If they do not have these, they can return to their claim when they are in place. We are testing what support to put in place to provide support for those struggling with probate.</p>
<b>Provide clear, early and accessible guidance</b>	
<ul style="list-style-type: none"> <li>● Publish a clear checklist of required documents at registration stage.</li> <li>● Provide step-by-step guides in accessible formats (printed and digital). Include example templates of valid documents.</li> <li>● Ask for probate documents early in the</li> </ul>	<p>We agree that a clear list of what evidence is needed (and what to do if you don't have it) is really important.</p> <p>As each claim journey is unique, step-by-step guides are not currently planned. We will publish guidance on evidence and clear</p>

<p>process.</p>	<p>information on what will be helpful when making a claim. Claim managers will be available to support people throughout the claims process.</p>
<ul style="list-style-type: none"> <li>● Offer printed materials that people can hold. Ensure information isn't solely online. Provide phone support alongside digital channels. Consider home visits or local support for those who need it. Send hard copies, not just links.</li> </ul>	<p>Providing support to those who cannot access online information is really important. We are currently developing a range of leaflets on IBCA guidance, and also have a helpline to provide support over the phone.</p> <p>Hard copies of our information can be requested wherever needed.</p>
<ul style="list-style-type: none"> <li>● Frame communications around help and readiness, not penalties or delay. Focus on guidance rather than implications. Avoid language that increases anxiety. Build confidence rather than creating worry.</li> </ul>	<p>We'll ensure the language we use reflects this feedback, and agree we should always seek to support and reassure.</p>
<p><b>Claim speed and prioritisation</b></p>	
<ul style="list-style-type: none"> <li>● Ensure deceased infected people's claims progress at the same speed as living infected claims where documentation is ready. Communicate clearly about sequencing and timelines. Don't penalise families because their loved one has died.</li> <li>● Prioritisation must balance speed with fairness. While working efficiently with ready claims makes sense, the approach must avoid creating hierarchies that deepen hurt or make vulnerable groups feel overlooked.</li> <li>● Deceased people's claims should not fall behind living people's claims, particularly where families have waited decades and the deceased person "paid the ultimate price."</li> <li>● Clear communication about how prioritisation decisions are made, why they're necessary, and what the timeline looks like helps prevent anxiety and mistrust within communities who have experienced decades of delay.</li> </ul>	<p>We want to pay everyone who is eligible as soon as we can, and will open all types of claims in parallel once the claim service is built, as the Infected Blood Inquiry has recommended.</p> <p>We have accepted the Infected Blood Inquiry's recommendations on prioritisation, which means that we will process claims based on when someone is nearing the end of their life, those over 75 and then further by age.</p> <p>We will always let you know when we start a new group of claims, and how they are being prioritised.</p> <p>IBCA also regularly publishes statistics so you can see how we are progressing with claims.</p>

<ul style="list-style-type: none"> <li>● Claims with complete legal documentation should progress without delay rather than waiting for others still gathering paperwork. This is viewed as practical sequencing rather than unfair advantage.</li> </ul>	<p>When a person is asked to claim, we will work with them on what information they would like us to consider, such as medical records and other documents. If they do not have these, we can help gather them. This ensures no-one is disadvantaged if they haven't been able to access documentation.</p>
<p><b>Working with Probate services</b></p>	
<ul style="list-style-type: none"> <li>● Coordinate with the Probate Service to ensure advice is consistent and accurate.</li> <li>● Publish clear guidance on probate requirements, inheritance tax implications, and what happens to documents.</li> <li>● Provide "crib sheet" for solicitors and community groups.</li> </ul>	<p>We are working with the Probate service and others to understand how we can support those claiming, and ensure guidance is simple and consistent.</p> <p>We have published probate information on our <a href="#">website</a> based on community feedback, which says: To make a claim or receive payments for someone who has died we need to check you are legally entitled to act as the personal representative of the deceased person's estate. You'll need a valid grant of probate or letters of administration to make a claim with the Infected Blood Compensation Authority (IBCA) in England, Wales, or Northern Ireland. In Scotland, the equivalent document is a grant of confirmation.</p> <p>If you do not already have a grant of probate or equivalent, you should apply for this as soon as possible.</p> <p>Find out more about how to apply for probate from <a href="#">gov.uk</a>.</p>
<p><b>Transparency</b></p>	
<ul style="list-style-type: none"> <li>● Clearly explain what happens to documents once submitted. Be explicit about data protection.</li> <li>● Explain decision-making processes transparently.</li> <li>● Proactively communicate about any delays and reasons. Show that community feedback is being heard and acted upon.</li> </ul>	<p>We communicate regularly with community members through our usual channels, and agree that being transparent about our work is essential.</p> <p>As we continue to build the claim service, we'll share information and learnings on what documents may be needed, and how we can support people to access them.</p>
<p><b>Safeguarding</b></p>	

<ul style="list-style-type: none"> <li>● Train staff in trauma-informed communication. Offer safeguarding support at every stage.</li> <li>● Provide access to bereavement counselling. Create quiet spaces for difficult conversations.</li> <li>● Acknowledge emotional impact in all communications. Minimise unnecessary steps that reopen wounds.</li> </ul>	<p>We recognise the immense trauma experienced by many people who will be claiming, and train all our colleagues in taking a trauma-informed approach.</p> <p>For example, we consider safeguarding issues to recognise where someone may need more support, ask for community feedback on the impact of language that we use in communications and can signpost to counselling and support organisations wherever that may be needed.</p>
<ul style="list-style-type: none"> <li>● Make safeguarding leads easy to contact.</li> <li>● Publicise financial adviser support.</li> <li>● Protect vulnerable claimants from potential fraud or family disputes. Recognise the different needs of these older, more vulnerable groups.</li> </ul>	<p>We agree that both financial and legal advice should be available once we know a person is eligible to make a claim.</p> <p>Our fraud team works to identify and address risks to community members.</p> <p>Anyone with different needs or safeguarding issues can raise these with their claim manager in confidence, or via our helpline, 0141 726 2397.</p>
<ul style="list-style-type: none"> <li>● Process claims efficiently without unnecessary barriers. Recognise the decades of waiting which families have endured. Frame the work as enabling families to finally grieve in peace. Show compassion at leadership level. Act quickly so more parents don't die before receiving justice.</li> </ul>	<p>Our job is to make compensation available to each and every eligible person, and support them to claim.</p> <p>This includes helping you to understand the claim process, finding and accessing evidence where relevant, and recognising the urgency of paying people within their lifetimes wherever possible, as recommended by the Infected Blood Inquiry.</p>
<ul style="list-style-type: none"> <li>● Establish clear legal entitlement early in process. Provide guidance for disputed estates. Consider how to support excluded family members. Handle ex-partner claims transparently. Prevent fraud whilst being compassionate.</li> </ul>	<p>We recognise how complex estate issues will be, and are speaking with charities, community groups and others about how best we can support those claiming.</p>