

Cynllun Cynorthwyo Gwaed
wedi'i haentio Cymru

Wales Infected Blood
Support Scheme



CONTACT US

WIBSS NEWSLETTER

November 2021

Parity & Payments

The WIBSS team are pleased to confirm that all parity changes have now been implemented. If you have any queries, please contact us.

Service Feedback

Thank you to everyone who took the time to complete our customer satisfaction survey. We received many positive comments, along with some areas that we can make improvements to. We are currently compiling all results and will share these as soon as we are able to.

Please note these questionnaires were anonymised, to allow individuals to share their thoughts without prejudice. Therefore, **if you put any personal requests in the comments section**, please send us an email or call us so we can assist you.

Christmas Hours

In line with previous years, WIBSS will be operating business as usual office hours throughout the Christmas period, but with some staff taking a well-earned break. Please note due to bank holidays, the office will be unavailable on December 27th, 28th and Jan 3rd 2022.

December payments will be received no later than December 20th.

Communication Preferences

If you are receiving this newsletter or other WIBSS correspondence, including remittance advice, via post, but would prefer this digitally, contact us at wibss@wales.nhs.uk to request a change.

Contact WIBSS on
02920 902280 or email
wibss@wales.nhs.uk

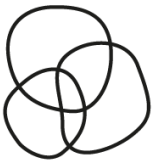
We are currently complying with the Welsh Government COVID guidance working from home where possible.

If your call is not answered, please leave a message with your name and a contact number and we will phone you back promptly.

For Psychology and Wellbeing please email: wibss.wellbeing@wales.nhs.uk.

Recent Contact

We take your personal information seriously. If you are in any doubt about the origin of a letter requesting your personal data, that appears as though it is from WIBSS, please contact us on our direct line, **02920 902280**.



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WELFARE RIGHTS

Providing you and your family confidential advice around Benefits, Money, Advocacy, Support and more.

Recent casework has brought to our attention an error, where WIBSS funds were being taken into account in a care financial affordability check, despite there being legislation which states it should be discounted. In this instance, a local authority were including WIBSS funds when completing a financial assessment and consequently the person was being charged for care home fees. WIBSS assisted this individual in correcting this error by providing a written statement confirming the WIBSS payments should not be included. If you, or someone else you know may be in a similar situation, we are happy to help get this resolved.

This exemption, as always, also applies to means tested benefits, Income Tax, Housing Benefit and Council Tax Reduction schemes. If you require any further information on this, or any other assistance the Welfare Rights team may provide you with – please don't hesitate to get in contact on 02920 902280.

Psychology & Wellbeing Team

Your dedicated Psychology and Wellbeing team have recently introduced client testimonials to the WIBSS webpage. If you are unsure if the service is suitable for you, please visit <https://wibss.wales.nhs.uk/the-psychology-wellbeing-service> and read about the experience of other people who have accessed support. If you do not have access to the internet, we will happily send paper copies via the post, just contact us on 02920 902280 to request these.

We wish you all an enjoyable festive season,

The WIBSS Team

