

The WIBSS team have a new number **02921 500 900.**

# WIBSS NEWSLETTER

December 2023



CONTACT US

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The existing will be phased out over the next 6 months.

## Infected Blood Inquiry

Publication of the Infected Blood Inquiry Final Report has been postponed until March 2024. However, update meetings were scheduled for September 28th and 29th. The IBI October Newsletter provides a summary of the issues that were raised and discussed at those meetings - [www.infectedbloodinquiry.org.uk/news/newsletter-20](http://www.infectedbloodinquiry.org.uk/news/newsletter-20)

## Christmas Hours

In line with previous years, WIBSS will be operating business as usual during office hours throughout the Christmas period, but some staff will be taking a well-earned break. Please note due to bank holidays, the office will be closed on December 25th, 26th and Jan 1st, 2024. December payments will be received no later than December 20<sup>th</sup>.

## Communication Preferences & Contact Details

If you have opted to receive emails from WIBSS, you will recognise that our standard email address is [wibss@wales.nhs.uk](mailto:wibss@wales.nhs.uk). If you are receiving this newsletter or other WIBSS correspondence, including remittance advice, via post, but would prefer this digitally in future please get in touch.

Any changes to your name, address or bank details can be made by completing Form H - WIBSS Change of Details. The form can be found on the application page of our website. You can also contact the team on 02920 902280 to receive a hard copy by post.

Contact WIBSS on  
**02921 500 900** or email  
[wibss@wales.nhs.uk](mailto:wibss@wales.nhs.uk)

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.wellbeingservice@wales.nhs.uk](mailto:wibss.wellbeingservice@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, **02921 500 900.**



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## WELFARE RIGHTS

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

### Extra Help – Applying for benefits.

Did you know it is estimated that £19 billion of income-related benefits and social tariffs go unclaimed each year.

#### Universal Credit

It is estimated that £7.5 billion of Universal Credit goes unclaimed by 1.2 million eligible households. This is the largest pot of money left unclaimed out of any of the benefits. Many families, especially those in work, do not apply because they believe that Universal Credit only covers people who are out of work or on very low incomes.

Universal Credit highlighted that up to 300,000 higher-rate taxpayers may be eligible for Universal Credit. For instance, a household earning a maximum annual gross income of well over £100,000 with rental and childcare costs could be eligible for Universal Credit.

#### Council Tax Support

It is also estimated that £2.9 billion of Council Tax Support is left on the table by over 2.7 million eligible households. Many households may not claim Council Tax Support because they do not know that this support exists.

There is also a concerning drop off in take-up of Council Tax Support as households migrate to Universal Credit from legacy benefits. A household on Universal credit must trigger a separate claim for Council Tax Support. This had previously been assessed automatically alongside claims for Housing Benefit.

If you think this could apply to you or someone close to you – please contact your dedicated welfare rights team on 02920 902280 so we can assist you with a benefit check and all steps of the claim.



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## Psychology & Wellbeing Team

We want to remind you of the WIBSS services that are available to you. WIBSS offers a free, confidential, specialist psychological assessment and treatment services, relating to the emotional difficulties of having been given, and living with, a diagnosis of Hepatitis C and/or HIV.

This service is available to both you and your family members.

If you wish to get in contact, the dedicated team can be contacted on 029 20196141, or by email: [wibss.wellbeingservice@wales.nhs.uk](mailto:wibss.wellbeingservice@wales.nhs.uk).

We are currently in the process of recruiting a WIBSS counsellor and hope to fill this role in the coming weeks. An introduction to the new counsellor will be included in the next Newsletter.

Although we are currently recruiting a new counsellor, we are still accepting new referrals and an appointments with Caroline Coffey (Consultant Clinical Psychologist) will be arranged if needed.

Please do not hesitate to contact us if you require assistance.

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*We wish you all a pleasant festive season and Happy New Year, The*  
**WIBSS Team.**

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