

Cynllun Cynorthwyo Gwaed
wedi'i haentio Cymru

Wales Infected Blood
Support Scheme

WIBSS Newsletter

MAY 2025

Contact Details for The Infected Blood Compensation Authority (IBCA)

Infected Blood Compensation Authority (IBCA): Telephone 0141 726 2397. Lines are open from 9am to 5pm Monday to Friday (excluding public holidays).

The Wales Infected Blood Support Scheme will be closing on the 16th January 2026. IBCA will then be responsible for continuing payments and support to all current beneficiaries.

Energy Costs

At WIBSS we appreciate that the rising cost of living may be having an impact on our beneficiaries. We recognise that, due to ongoing health conditions, the impact may affect some more than others.

We want to remind you that there is support available, which will vary depending on your current energy provider and water supplier. If you need any help with accessing this support, please contact your provider.

The Welfare Rights Team are also available to discuss your personal circumstances and investigate what help may be available for you. Please contact us on 02921 500900 or wibss@wales.nhs.uk.

CONTACT US

Contact WIBSS on
02921 500900 or email
wibss@wales.nhs.uk

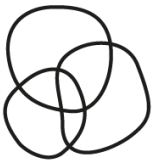
If your call is not answered, please leave a message with your name and a contact number and we will phone you back promptly.

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

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 500900**.





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Learn my Way

[Learn My Way](#), is a free online platform that helps people gain basic digital skills and build confidence in using the internet. This is provided by the Good Things Foundation charity and may be useful for anyone wishing to gain some basic skill with using computers and the internet. They also look at staying safe online, which is very important and leads on to the next area of money safety.

Money Safety

We have mentioned this previously, but with the compensation scheme starting to make payments, we wanted to remind you to be mindful of fraudsters and scammers, and to be careful when lending money to anybody.

Take Five is a national campaign that offers straightforward and impartial advice to help everyone protect themselves from financial fraud www.takefive-stopfraud.org.uk.

Welfare Rights support

The Welfare Rights team offer a confidential and dedicated service. We can assist with several issues, including benefit matters, income maximisation, money management, advocacy and general support. The service is available to both you and your family members.

Appointments can be carried out via home visits, over the phone, email or online appointments (Teams). You can get in touch with the team on the number above.

Psychology & Wellbeing Team

The WIBSS Psychology and Wellbeing Service continues to support WIBBS members and their extended family and are still able to accept new referrals.