

Cynllun Cynorthwyo Gwaed
wedi'i haentio Cymru

Wales Infected Blood
Support Scheme

WIBSS Newsletter

APRIL 2026

The Infected Blood Compensation Authority

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

If you are concerned about an IBCA invitation to claim letter you can call the IBCA main line to check that the invitation is valid.

The Wales Infected Blood Support scheme will be closing on **the 16th of January 2027**, by which time IBCA will have fully taken over all beneficiaries.

Energy Costs

At WIBSS, we recognise that the rising cost of living may be having a significant impact on our beneficiaries. We also understand that ongoing health conditions can mean some people are affected more than others.

We wanted to remind you that there are a number of energy and water support schemes available, although the help offered can vary depending on your current **energy provider** and **water supplier**. If you feel you may need assistance, please contact your provider directly to find out what support they can offer.

The **Welfare Rights Team** is also available to discuss your personal circumstances and explore what additional help you may be entitled to. You can contact us on **02921 500900** or **wibss@wales.nhs.uk**.

CONTACT US

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

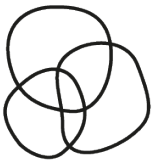
If your call is not answered, please leave a message with your name and a contact number and we will phone you back promptly.

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**.





Cynllun Cynorthwyo Gwaed
wedi'i haentio Cymru

Wales Infected Blood
Support Scheme

Learn my Way- free digital Skills support

WIBSS would like to highlight **Learn My Way**, a free online platform designed to help people build **basic digital skills** and feel more confident using computers and the internet.

Provided by the charity *Good Things Foundation*, Learn My Way offers easy-to-follow courses on:

- Getting started with computers and the internet
- Setting up and using an **email account**
- Understanding and managing a **Universal Credit** account
- Staying **safe online**, including protecting personal and financial information

This resource may be especially helpful for anyone who would like to strengthen their digital confidence at their own pace in a safe, supportive way.

Money Safety Reminder

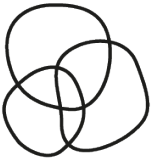
With the Infected Blood Compensation Authority (IBCA) scheme now up and running, and media coverage around Infected Blood compensation, we want to gently remind everyone to stay alert to potential fraudsters and scams.

Please be especially cautious about **sharing personal information** or **lending money to anyone**, even if they appear genuine. Sadly, criminals often take advantage of situations like this to target people.

Take Five is a national campaign offering simple, impartial advice to help protect against financial fraud and scams. You can find helpful tips and resources at:

👉 www.takefive-stopfraud.org.uk

If you're ever unsure about something or want to double-check whether something looks legitimate, it's always okay to pause and ask for advice.



Cynllun Cynorthwyo Gwaed
wedi'i haentio Cymru

Wales Infected Blood
Support Scheme

Welfare Rights support

A reminder that our Welfare Rights Team offers a **confidential and dedicated service** to support you and your family members. The team can assist with a range of issues, including benefit matters, income maximisation, money management, advocacy, and general support.

We aim to make accessing help as easy as possible. Appointments are available via **home visits, telephone, email, and online appointments (Teams)**.

You can contact the team using the number provided above, and we will be happy to help.

Benefit 2026/2027 Update

Benefits are due to increase in **April 2026**. If you have any questions about how these increases may affect you, please contact the Welfare Rights Team or visit the **GOV.UK** website for full details.

There are also upcoming changes for **new applicants** claiming the **Limited Capability for Work and Work-Related Activity (LCWRA)** element of Universal Credit. Further information on the proposed benefit and pension rates for **2026–2027** can be found here:

<https://www.gov.uk/government/publications/benefit-and-pension-rates-2026-to-2027/proposed-benefit-and-pension-rates-2026-to-2027>

Psychology & Wellbeing Team

The WIBSS Psychology and Wellbeing Service continues to support WIBSS members and their extended families. We remain open to **new referrals**, and the service is likely to be extended for a period following the WIBSS closure.

If you or a family member experiences any **emotional or wellbeing difficulties** while navigating your **IBCA claim**, please remember that the Psychology and Wellbeing Team is here to help. Support is available at any stage of the process.