

Cynllun Cynorthwyo Gwaed
wedi'i haentio Cymru

Wales Infected Blood
Support Scheme

WIBSS Newsletter

AUGUST 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).

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.

If you are concerned about an IBCA invitation to claim letter you can call the IBCA main line **0141 726 2397** to check that the invitation is valid.

WIBSS updates

With effect from 30 October 2026 the WIBSS will be closed to new Infected Blood Interim Estates Payments applications. We will make every effort to process all applications received before 30 October. This closure does not affect those eligible for the Infected Blood Compensation Scheme. You can register your intent to claim with the Infected Blood Compensation Authority by visiting, <https://ibca.org.uk/register/register-your-intent-to-claim>

With effect from 22 October 2025, where an affected person registered with the WIBSS dies after 31 March 2025 and had not accepted compensation from the IBCA prior to their death, their surviving spouse or partner shall be eligible to apply to the WIBSS. Such applications must be received by 31 October 2026.

A discretionary funeral payment of up to £4,500 may also be awarded towards the funeral expenses of the deceased person. Where there is no surviving spouse or partner, the funeral payment may be paid to the estate of the deceased person.

CONTACT US

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

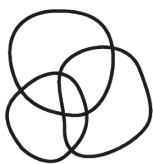
If your call is not answered, please leave a message with your name and a contact number and we will phone you back promptly.

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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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.

Important Reminder for IBCA Claimants

If you have accepted your IBCA claim, please remember to tell the Department for Work and Pensions (DWP) about any compensation payments you receive, where applicable.

While these payments are disregarded when assessing benefits, you are still required to report them to the DWP. If you need any help or advice, please contact the team, who will be happy to assist you.

Welfare Rights Service – Planning for the Future

Welfare Rights Service Due to Close in January 2027

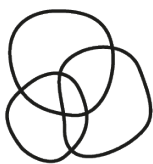
As many of you may be aware, the Welfare Rights Service will close in January 2027, when WIBSS closes. While this is understandably concerning news for people who currently rely on the service, there is still time to prepare and ensure that ongoing support is in place.

Our priority over the coming months is to help service users access alternative sources of welfare rights advice and support within their local communities. We want to ensure that nobody is left without guidance when they need it most.

How We Can Help

Current Welfare Rights Service staff will work with service users to:

- Identify alternative Welfare Rights and Benefits advice services in their area.
- Explore support available through local authorities, charities, and community organisations.
- Assist with referrals where appropriate.
- Provide information about trusted sources of welfare benefits advice.
- Help individuals understand how to access future support before the service closes.



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What Beneficiaries Can Do

We encourage all current beneficiaries to begin engaging with us now so that we can help plan their transition to another advice service well in advance of January 2027.

By working together early, we can:

- Identify the most suitable support options.
- Reduce the risk of gaps in advice and assistance.
- Ensure people feel confident about where to turn for help in the future.

Staying Informed

Further information about the closure process and alternative support arrangements will be shared through WIBSS and other communication channels as plans develop.

If you currently use the Welfare Rights Service and have concerns about what this change may mean for you, please speak to a member of the team. We are committed to supporting you through this transition and helping you connect with ongoing welfare rights advice and assistance.

The Welfare Rights Team remains available to support current beneficiaries and beneficiaries' immediate family. WIBSS will continue to help people prepare for the move to alternative services ahead of January 2027.

Money Safety Reminder

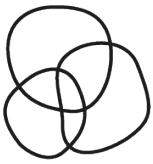
With the Infected Blood Compensation Authority (IBCA) scheme now up and running, and media coverage around Infected Blood compensation, we want to gently remind everyone to stay alert to potential fraudsters and scams.

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.



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Psychology & Wellbeing Team

The psychological in-house service at WIBSS will continue for those infected and/or affected in Wales. Further details will be made available as we move towards the transfer date.

The WIBSS Psychology and Wellbeing Service continues to support WIBSS members and their extended families. We remain open to **new referrals** for beneficiaries and beneficiaries' immediate family.

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.

The WIBSS team hope you are all having a wonderful summer

