

Infected Blood

Compensation Authority

Community update: 12 March 2026

Hello and welcome to your community update.

This newsletter includes:

- update on claims
- bringing in new claims
- community drop-ins around the UK
- how we will respond to, and act on, your feedback and concerns
- survey results and parliamentary oversight
- protecting you from fraud
- legal support
- other IBCA updates
- your questions.

Thank you for your feedback and questions. They help us improve this update.

You can get in touch by emailing ibcaenquiries@ibca.org.uk or on [Facebook](#) or [X \(formerly Twitter\)](#).

An update on claims

These are our latest figures **as of 12 March 2026**.

People we've asked to start a claim:

- we've asked a total of 3,907 people to start their claim
- of this number, 3,704 have started the claim process.

Compensation offers we've made:

- we've made offers to 3,221 people
- the total value is £2,595,690,994.61.

People we've paid:

- we've paid a total of 3,092 people their compensation
- the total paid is £2,019,431,372.73

To date, we have received 17,511 registrations of intent to make a compensation claim. This figure represents individual registrations, not unique people or claims. This is because some people may have registered more than once.

Of this number there are:

- 1,133 registrations of intent from a living infected person, or their representative (this does not include those claiming as living with infection and registered with a support scheme, as they should already have been contacted)
- 13,651 registrations of intent from a living affected person, or their representative
- 319 registrations of intent relating to a living infected and affected person, or their representative
- 2,408 registrations of intent from people acting on behalf of a deceased infected person.

We don't report numbers where fewer than 10 people from a group have registered since the last update. This is to protect people's privacy and make sure no one can be identified.

If you have questions about these figures, please contact us at ibcaenquiries@ibca.org.uk.

Bringing in new claims

As of today (Thursday 12 March 2026) more than 3,000 compensation payments have been made to people across all groups, totalling over £2 billion.

We recently updated you that we're asking more people to start their claim from three groups: living infected people who have never been compensated, those representing deceased infected people, and living affected people.

So far, a total of 282 people across these three groups have been asked to start their claim.

While we're still building the claim service and learning, the numbers of claims we bring in will start small, then increase as we go. We'll update you at least every fortnight, when our regular statistics are published.

We are prioritising claims based on recommendations from the Infected Blood Inquiry, starting with those who are sadly nearing end of life, those with advanced liver disease (for infected claims), and those who are over 75.

Our priority remains paying everyone their compensation as quickly as possible. As we become more confident with each claim type, the number of people asked to start their claim will continue to increase.

If you intend to make a claim, please make sure you register with us so we have your details. You can do this on our website at www.ibca.org.uk.

Community drop-ins around the UK

We are hosting drop-in events around the UK where you can meet IBCA staff face to face, talk about the claims process and ask questions about compensation. We have already been to Glasgow and Birmingham. The next events are currently planned for:

- 26 March - Manchester (now closed for registrations)
- 29 April - London
- 12 May - Liverpool
- 3 June - Belfast
- 30 June - Cardiff

Registration for these drop-ins will open approximately 4 weeks ahead of the events and close once we reach the capacity of the venue. For the latest updates please look at social media and [the community events page of our website](#).

When you register for an event, we'll send you details of the venue, and a time slot for speaking with IBCA colleagues. There will also be refreshments available, and previous attendees have said they valued time before and after their booked slot to have something to eat and speak with other community members.

We know that not everyone will be able to attend one of these events, so we are looking into other options and locations in future.

How we will respond to, and act on, your feedback and concerns

When the Infected Blood Inquiry's [Additional Report](#) was published in July 2025, it recommended a suitable mechanism be put in place for people infected and

affected to raise concerns and have them addressed by IBCA and Cabinet Office (recommendation 2e in the Inquiry's report).

We have been working with Cabinet Office to design this mechanism, so we can acknowledge and respond to your feedback and concerns. We've already started on this by publishing your feedback every quarter on [our website](#). We will provide more details on further plans soon.

Survey results and Parliamentary oversight

Feedback from people eligible to make deceased infected and affected claims

We have previously held sessions with people from the infected blood community about how we should design the claims process for deceased infected and affected claims. Your feedback and our response is now [on the website](#).

Public Administration and Constitutional Affairs Committee (PACAC)

On 3 March, IBCA Chief Executive David Foley appeared before PACAC to answer questions about how we work. They discussed:

- the challenge of accurately understanding the full number of those infected and affected, particularly those with incomplete historical records
- our implementation of the compensation scheme
- efforts we are making to improve trust
- acknowledging that there is still much more work to do, to ensure we pay each and every eligible person.

[You can watch the full session on parliamentlive.tv](#) (discussion of IBCA starts at 11:27).

Independent survey published

We commission regular independent research to understand what the infected blood community and the wider public know and feel about IBCA. Our latest surveys have been published on our website:

- [community survey results](#)
- [general public survey results](#).

We'll keep doing regular surveys to track our progress, and find out where we need to do more to improve the service we offer.

Protecting you from fraud: how IBCA keeps your claim safe

We have heard recently that some people making a claim have been contacted by individuals falsely claiming to be IBCA, or legal firms. We take this very seriously.

Our fraud managers have extensive experience and training, making sure effective counter-fraud controls are in place across IBCA. This includes working closely alongside [GOV.UK One Login](#), a secure, government-wide verification service. They check identity documents and personal information before any payments are made. The team has received specialist training from Home Office and HM Passport Office, so you can feel confident you are in safe hands.

One of our fraud managers said: "People have been waiting years for compensation, so it is vital they feel supported and safe when taking the first steps to make their claim. That's why we have significant measures in place to prevent any risk of fraud as early as possible. If you have any suspicions, please report them to us straight away. You may not fall for a scam, but there is always the risk that someone else might."

Let us know if you are worried that something looks suspicious by:

- calling 0141 726 2397
- emailing ibcaenquiries@ibca.org.uk
- writing to PO Box 384, Newcastle upon Tyne, NE98 1XY.

When you begin your claim, you'll be asked to verify your identity using a passport or driving licence through OneLogin. This is the quickest way to complete the identity verification process. We understand sometimes these emails can feel suspicious, but be reassured, OneLogin is an important part of how we confirm your identity. If you have any doubts at all then please call your claim manager who can explain the process and confirm any correspondence you have received.

When your compensation is ready to be paid, we will not ask for your bank details over the phone, to make sure your details are safe. Instead we will send you a

secure form to complete and return. We will either email this to you or send it by post, depending on the preferences you told us when you registered.

Legal support available

We know some people have signed with or been approached by solicitors offering 'no win, no fee' terms or Conditional Financial Agreements. We want to make you aware that:

- you do not have to appoint a solicitor to register or make a compensation claim. If you do want legal support, IBCA can arrange this at no cost to you when your claim begins.
- registration with IBCA is free, straightforward and can be completed independently, or with support from our team or someone else you trust
- our team can guide you through the registration and claim process and answer any questions that you may have – call them on 0141 726 2397
- conditional Financial Agreements or 'no win, no fee' offers may deduct their costs from your compensation award – please speak to your claim manager about the free legal support we can arrange for you before making a decision.

We fund free [legal support](#) for your claim. Six independent legal firms – Collins Solicitors, Leigh Day, Milners Solicitors, Thompsons Solicitors Scotland, Watkins & Gunn and KRW Law – offer this service and can provide you with impartial advice.

We know that some people may feel under pressure to sign legal agreements quickly. You should never feel rushed into making a decision about your claim or legal representation. Consider your options before making a decision, and speak to someone you trust.

If anyone is encouraging you to sign something you do not fully understand, or asking for money in relation to an IBCA claim, please seek independent advice.

If you are worried that someone may be pressuring or taking advantage of you in relation to your claim, please let our safeguarding team know by emailing safeguarding@ibca.org.uk.

Other IBCA updates

IBCA guidance on chronic hepatitis B

We have published guidance on what information we need to confirm chronic hepatitis B – you can [read the full guidance here](#).

If you were infected with hepatitis B through infected blood products, you are eligible for compensation if you have a chronic infection.

This guidance will help you understand what information you will need to provide, and how to get it.

Clinical Advisory Panel recruitment

We are recruiting seven members for an IBCA Clinical Panel. We are looking for senior qualified clinicians with professional expertise across hepatitis, liver disease, HIV, transfusion, haemophilia, psychosocial aspects, and palliative care.

The roles will be live on the [Civil Service Jobs website](#) until 23 March.

Community advisory panel appoints Chair

Last month we shared that we have recruited 13 members to our community advisory panel to provide independent, experience-led advice and guidance to IBCA's Board.

The panel met for the first time on Wednesday 4 March where they appointed Tim Green as Chair.

Tim said: "I joined the Community Advisory Panel because I believe that lived experience must sit at the heart of IBCA's work. I am keen to contribute constructively, to challenge where necessary, and to help make sure that the systems, processes and communications developed by IBCA are fair, accessible and responsive to the needs of those impacted."

[Find out more about all panel members.](#)

Your questions

When will the next public board meeting be and how can I watch it?

IBCA's next board meeting will be held on Wednesday 6 May, from 1pm to 3pm (they are held quarterly). We will share further details of how you can watch the meeting in the next community update.

What are recurring payments?

You can choose to get your IBCA compensation in smaller, monthly payments over 5, 10, or 25 years, rather than a lump sum payment, if you prefer. These are referred to as recurring payments. People registered with a support scheme before 1 April 2025 will be able to continue receiving support scheme payments for life, if they choose.

How do I estimate the future value of an estate (for probate purposes) if I don't know the amount of compensation I will receive?

If you are making a claim for a deceased person's estate, you do not need to provide an estimate for inheritance tax purposes. Guidance on this is available on the [IBCA website](#).

Do you accept digital copies of probate/confirmation?

Yes - we accept valid digital copies of probate or letters of administration. Certificates of Confirmation in Scotland are still provided as paper copies.

Register your intent to claim

If someone you know could be eligible for infected blood compensation, or you intend to make an additional claim, you can [register your intent to claim](#) online.

Alternative formats

Do you need this newsletter in a different format? We can provide large print, another language, or other formats. Let us know by:

- calling 0141 726 2397
- emailing ibcaenquiries@ibca.org.uk
- writing to PO Box 384, Newcastle upon Tyne, NE98 1XY.

Protecting you from fraud

We have systems in place to prevent, spot, and deal with fraud. If you get a suspicious message or phone call and want to check if it's really from IBCA, call us on 0141 726 2397 or email fraud@ibca.org.uk.

If you think someone has defrauded you:

- report it online at Report Fraud or call 0300 123 2040
- in Scotland, call the police on 101
- tell your bank straight away.

If you're worried about fraud, you can find more information on the Stop! Think Fraud website: stopthinkfraud.campaign.gov.uk.

Find us online

For more information and latest updates from IBCA, you can find us online:

[Our website](#)

[Facebook](#)

[X \(formerly Twitter\)](#)

[IBCA_CEO X](#)

[YouTube](#)