

Cynllun Cynorthwyo Gwaed
Heintiedig Cymru

Wales Infected Blood
Support Scheme

WIBSS
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EIN CYFEIRNOD / OUR REF:

DYDDIAD / DATE: 16th January 2019

Mr Thomas Powell
Senior Inquiry Lawyer
Infected Blood Inquiry
Fleetbank House
1st Floor, 2-6 Salisbury Square
London
EC4Y

Dear Mr. Powell,

Request for the production of further information under Rule 9(2) of the Inquiry Rules 2006.

In response to your request, I have replicated all the questions below with our response underneath each. Where there are attachments, I have referenced these in each section. In my previous response (October 2018) I embedded all documents for your perusal. However, as two would not open I have instead attached all documents to the e-mail. As this letter and the attachments contain person identifiable information both the letter and attachments are sent via the "Egress" secure file sharing portal.

Question 1

At 1(a) of your written response, you have referred to the 'WROSES database'. Please clarify this acronym.

The acronym "WROSES" stands for "Welfare Rights Online Secure Electronic System". The system has now been rebranded and called "iizuka Case Manager". A link to the website explaining the system is highlighted below:

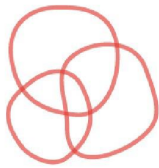
<http://www.iizuka.co.uk/case-manager>

Question 2

Please provide further copies of the documents embedded at 2(b) of your response, as I am unable to open them in their current form.

Attached are the two PDF documents contained within my submission of 23rd November 2018:

WIBSS Directions October 2017.pdf
WIBSS Directions amendments November 2017.pdf



Question 3

Please provide a clearer breakdown of beneficiary numbers, including:

- a. total number of current beneficiaries receiving financial support (directly or to their estate), including transferring beneficiaries that registered late and new beneficiaries

No of current beneficiaries receiving regular payments	171
Comprising: Number of beneficiaries transferred from old scheme (excl. bereaved partners as they received a lump sum payment on transfer and do not receive regular payments – therefore not classed as “current beneficiaries”)	164
Plus: Number of new beneficiaries that joined the scheme since the transfer	7

- b. number of beneficiaries previously registered with Alliance House Organisations (if a beneficiary was registered with more than one scheme, please only count that beneficiary once)

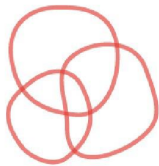
Total Beneficiaries Transferred (incl. bereaved partners)	199
Includes 33 bereaved partners that transferred – these received a lump sum payment on transfer and do not receive regular payments – therefore not classed as “current beneficiaries”	33

- c. number of beneficiaries (if any) who transferred to WIBSS but are no longer receiving financial support (if so, please explain why).

Beneficiaries that transferred over - now passed away	2
Plus: bereaved partners that transferred – these received a lump sum payment on transfer and do not receive regular payments	33

- d. in respect of 2(c) of your response, please provide further information about the types of payments received by beneficiaries (discretionary, ongoing, lump sum etc.).

No of current beneficiaries receiving regular payments	171
Included in the 171 are 25 beneficiaries that receive regular discretionary income top payments	25
Included in the 171 are 19 beneficiaries that have received ad hoc grant payments	19
In addition 42 bereaved partner payments made	42



Question 4

In answer to the question at 2(c), you state that “the Welsh Government sets the policies and levels of payments for the Wales Infected Blood Support Scheme based on advice from WIBSS staff”. Please set out which staff provide this advice, their relevant experience, and whether there are any clinical staff at WIBSS who are involved in providing this advice.

There are no clinical staff directly involved in providing this advice but we do have access to clinicians in NHS Wales to seek clarification on medical issues where necessary, and we also have access to lawyers from Legal and Risk Services within NWSSP.

Martin Riley – Head of Finance and Performance, NWSSP

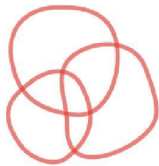
- Qualified Accountant with 19 years post-qualification experience
- 9 years working within Local Government Finance (Islwyn Borough Council)
- 3 years within a Welsh Health Board (Cardiff & Vale University Health Board)
- 5 years secondment to the Welsh Government covering Health and Social Care Finance and Policy areas
- 13 years experience within Health Education Commissioning (NLIAH and NWSSP)
- Current remit includes,
 - NWSSP Head of WIBSS
 - Head of Finance for,
 - Legal and Risk Services
 - Welsh Risk Pool
 - Procurement Services
 - Head of Salary Sacrifice Team
 - Head of Performance Management
 - Lead on integration of New Business into NWSSP – currently the Senior Responsible Officer for setting up a state-backed All Wales GP Professional Indemnity Scheme within NWSSP

Lisa Miller – Director of Operations, Velindre Cancer Centre

- Qualifications include Masters in Business Administration and Masters in Medical Law
- 29 years working within Velindre NHS Trust in various roles, some of which described below;
 - General Manager/Director of Operations – 2002 to current date (note just a title change so both included)
 - 1990-2002 – a number of administrative and junior management roles within VCC
- Current remit includes:
 - VCC Head of WIBSS
 - Operational management of Cancer Centre including both clinical and non-clinical services
 - Responsibility for planning, performance, quality and safety
 - Trust lead on varied medical law initiatives such as Consent to Treatment and Introduction of Medical Examiners

Mary Swiffen-Walker – WIBSS Manager

- Qualified Internal Auditor and Risk Manager.
- Prior to taking up WIBSS Manager role, Mary worked in Welsh Government for 35 years. The last 19 years were in the Directorate for Health and Social Services.



- Mary has experience of contributing to Welsh Government strategies/policies relating to health and social care and now has close working relationships with Welsh Government in relation to the policy in respect of WIBSS.
- Whilst in Welsh Government her main role involved dealing with clinical negligence claims over £1m against NHS Wales. She liaised with medical and legal colleagues within Welsh Government and NHS Wales and provided advice to NHS Wales Director of Finance regarding lessons learned etc.
- She was a member of the Welsh Risk Pool Committee (WRPC). The WRP deals with all clinical negligence and personal injury claims against NHS Wales and is the vehicle to reimburse Health Boards for payments and also ensure lessons learned and good practice are instilled and rolled-out across Wales.

Question 5

Please provide further information about the decision-making process for beneficiary eligibility to WIBSS:

a. are decisions about eligibility made by WIBSS employees?

Decisions about the eligibility of applications are made by the WIBSS Manager, based on the eligibility criteria set by Welsh Government within their Directions. The decisions are discussed and approved by either,

- Martin Riley - Head of Finance & Performance, NWSSP or
- Lisa Miller - Director of Operations, Velindre Cancer Centre

b. does the WIBSS Management Team review these decisions?

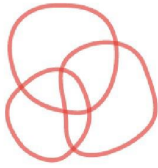
It is not the role of the WIBSS Management Group to review these decisions. This is not an operational management team. They are notified of how many applications have been received, how many were accepted/rejected, how many went to appeal, the outcome of appeal and the reasons why. These reasons can be discussed in terms of reviewing against the criteria set by Welsh Government and queries can then be referred to Welsh Government on interpretation of terms of eligibility.

Please note that the title of the Terms of Reference previously sent to you is perhaps misleading and will be changed to "WIBSS Governance Group" rather than "Management Team". This this will go to the next "WIBSS Governance Group" meeting for approval.

On behalf of Velindre NHS Trust, the *Governance* Group monitors the operational management of Wales Infected Blood Support Scheme (WIBSS), providing governance, leadership and accountability for the Scheme.

It is empowered with the responsibility for:

- Reviewing and advising on the management of the WIBSS budgets, including running costs, the annual beneficiaries budgets and provisions
- Advising Welsh Government on rate changes and the potential financial and service implications of policy changes, both within Wales and other areas within the UK



- Implementation of Welsh Government policy
- Ongoing negotiation and partnership with Welsh Government to ensure the smooth running of the service.

c. your written statement refers to regular meetings between WIBSS and the Welsh Government — what role does the Welsh Government play in making decisions about eligibility?

Welsh Government sets the policy regarding eligibility criteria within the Directions. The WIBSS Manager makes decisions based on those criteria. As this is a new scheme not all eventualities/application requests were known/considered at the time the Directions were set. Where the criteria is not clear, the WIBSS Manager may seek clarification from Welsh Government regarding the interpretation of its Directions. WIBSS may also make recommendations on changes to eligibility criteria, for consideration by Welsh Government. The Directions, and therefore the Eligibility Criteria, are continually evolving and developing as more requests are being received.

d. the WIBSS Management Team reports to the Velindre University NHS Trust Executive Management Board and escalates issues as required—what is the process of escalation? What role does the Trust's Executive Management Board play in decisions about eligibility?

See response to 5(b) above in relation to eligibility – therefore, the Trust's Executive Management Board does not debate eligibility. Issues in relation to governance, leadership and accountability may be escalated via the Chair of the WIBSS Governance Group who is a member of the Trust's Executive Management Board.

Question 6

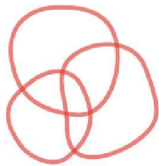
Please provide further information about the cycle of business referred to in the Terms of Reference for the WIBSS Management Team.

The “cycle of business” refers to the work undertaken within WIBSS to ensure that beneficiaries receive the correct funding within each financial year (April to March) in line with Welsh Government Directions. This work starts in the January, prior to the commencement of the financial year when potential beneficiary payment uplift rates are costed, communicated (February) and agreed by the Welsh Government. Payments are made monthly or quarterly, dependent upon each beneficiary's preference, during the year (April to March). The cycle finishes at the end of April (after the financial year-end, when the Organisations Statutory Financial Statements and Accounts are prepared and finalised).

Question 7

Please provide copies of 10 applications which have been granted and copies of all of those applications which have been declined since WIBSS' establishment, together with any decision making or explanatory materials in respect of each.

Please find attached copies of all the requested documentation. This includes 10 successful applications and all the rejected ones. The key to document attachments for each individual are shown below. Note that the reference code is the persons initials followed by their WIBSS number.



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Wales Infected Blood
Support Scheme

10 ACCEPTED APPLICATIONS:

NAME	FILE NAME(S)
GRO-A	pdf
	.pdf
	part 1.pdf
	part 1.pdf
	pdf
	part 1.pdf
	pdf
	2.docx
	.pdf
	part 1.pdf
GRO-A	part 2.pdf
	part 2.pdf
GRO-A	part 3.pdf
	part 3.pdf
GRO-A	skipton.pdf
	part 2.pdf

ALL REJECTED APPLICATIONS:

NAME	FILE NAME(S)
GRO-A	original.pdf
	pdf
	pdf
	(Appealed).pdf
	(Appealed).pdf
	pdf
	(Rej but Acc on Appeal).pdf

If you require any further clarification or information, please contact me and I will be happy to engage.

GRO-C

Martin G. Riley

Pennaeth Cyllid • Head of Finance

Partneriaeth Cydwasaethau GIG Cymru - Cyllid a Gwasanaethau Corfforaethol

NHS Wales Shared Services Partnership - Finance and Corporate Services

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Heol Billingsley

Parc Nantgarw

Caerdydd

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