

Witness Name: Karen Bailey
Statement No.: WITN4936033
Exhibits: WITN4936034 - WITN4936038
Dated: 18 October 2022

INFECTED BLOOD INQUIRY

WRITTEN STATEMENT OF KAREN BAILEY, ON BEHALF OF BUSINESS SERVICES ORGANISATION

I provide this statement in response to a request under Rule 9 of the Inquiry Rules 2006 dated 25 July 2022.

I, Karen Bailey, will say as follows: -

Introduction

- 1.1 My name is Karen Bailey. I am Chief Executive of Business Services Organisation. My professional address is Business Services Organisation (BSO) Headquarters, 2 Franklin Street, Belfast, BT2 8DQ. My date of birth is known to the Inquiry.
- 1.2 In order to address the questions posed in the Rule 9 request of 8 September 2022, I have received assistance from the Infected Blood Payment Scheme Manager.

Response to Questions

Section 1: Customer satisfaction

- 1. Please provide an update on any customer satisfaction data you hold (the Inquiry has details of the survey you carried out in 2020 WITN4936014).**

Please refer to WITN4936034 which details the outcome of the DHNI survey carried out in 2020.

Section 2: Support for psychological needs

- 2. The Inquiry seeks any updates to the information previously provided about access to specialist psychological support for (i) those infected by blood and blood products and (ii) their families and carers. The Inquiry understands from Elizabeth Redmond's statement WITN4066001 that there is a dedicated clinical psychology service available to all those affected directly or indirectly by infected blood, provided by the Belfast HSC Trust. The Inquiry is seeking up to date information about this service from her. Does the Infected Blood Payment Scheme for NI refer registrants to this scheme? Does it provide any other assistance to meet the psychological needs of its registrants?**

The Infected Blood Payment Scheme for Northern Ireland is purely a financial service and does not provide any other assistance to meet the psychological needs of its registrants other than signposting the clinical psychology service provided by Belfast HSC Trust.

Section 3: Provision between the four nations

- 3. The Inquiry is seeking updated information from all four of the schemes, to get the most up to date picture as to what support is available to registrants, and to understand what if any anomalies still exist between the schemes. What if any changes have you made to the support (both financial and non-financial), since your last witness statement?**

Please refer to WITN4936035, WITN4936036, WITN4936037, WITN4936038 which details DHNI financial changes to the Northern Ireland Scheme to remedy anomalies between the four nations. In relation to non-financial support this is currently outside the scope and remit of the scheme. RBSO would be happy to facilitate this if introduced by DHNI.

Section 4: Advice and advocacy services

- 4. Does the scheme provide an advocacy service to those wishing to make an application to the scheme?**
- o If so, please provide details.**
 - o If not, is this something that could be offered by the Scheme?**

The scheme manager practically supports applicants through telephone calls, emails or one-to-one meetings in the RBSO office building. The manager personally takes applicants through applications if required on a step-by-step basis, signposting to relevant health and social care bodies. The support provided in many respects is pastoral in nature and is broadly comparable to an advocacy service.

- 5. Does the scheme provide an advice and/or advocacy service to assist the registrants with accessing medical care and support and/or social care and support?**
- o If so, please provide details.**
 - If not, is this something that could be offered by the Scheme?**

An advice and/or advocacy service to assist registrants accessing medical care and support and/or social care and support is currently outside the scope and remit of the scheme. RBSO would be happy to facilitate this service if introduced by DHNI.

- 6. Does the scheme provide a benefits advice service for registrants:**
- o If so, please provide details.**

- o **If not, is this something that could be offered by the Scheme?**

A service to provide benefits advice to registrants is currently outside the scope and remit of the scheme. RBSO would be happy to facilitate this service if introduced by DHNI.

7. Does the scheme provide an advice and/or advocacy service to assist registrants with access to financial products and/or advice on what to do with any lump sum payments (including the £100,000 interim payment recommended by the Inquiry):

- o **If so, please provide details.**
- o **If not, is this something that could be offered by the Scheme?**

An advice and/or advocacy service to assist registrants with access to financial products and/or advice on what to do with any lump sum payments including the £100,000 interim payment is outside the scope and remit of the scheme. RBSO would be happy to facilitate referral or signposting to appropriately qualified financial advisers were a service of this nature introduced by DHNI.

- o **SIBSS provides registrants with documentary proof of their annual payments to assist in obtaining mortgages. Is this a service offered by your scheme? If not, why not? If so, please provide details and in particular details of how this is publicised to registrants.**

Scheme registrants receive a monthly and/or quarterly remittance advice which can be used as documentary proof to obtain mortgages.

Section 5: Accountability

8. What is the nature of the scheme's accountability to the government of Northern Ireland?

The RBSO operate the Northern Ireland scheme on behalf of DHNI under section 15(4) of the Health and Social Care (reform) Act (Northern Ireland) 2009.

The scheme is the responsibility of DHNI. The scheme is operated under a Service Level Agreement (SLA) between the two organisations which came into operation on 1 November 2017.

Statement of Truth

I believe that the facts stated in this witness statement are true.

GRO-C

Signed _____

Dated: 18 October 2022

Table of exhibits:

Date	Notes/ Description	Exhibit number
October 2020	Infected Blood Payment Scheme Beneficiary Survey	WITN4936034
12 April 2021	Letter from Richard Pengelly DHNI to Karen Bailey BSO	WITN4936035
20 August 2021	Letter from Lesley Heaney DHNI to Simon McGrattan BSO	WITN4936036
22 December 2021	Letter from Liz Redmond DHNI to Karen Bailey BSO	WITN4936037
6 July 2022	Letter from Liz Redmond DHNI to Karen Bailey BSO	WITN4936038