

Enabling Secure Identity Verification for the Infected Blood Compensation Authority



The Infected Blood Compensation Authority (IBCA) is an independent arms-length body that was established by the UK Government's Cabinet Office to deliver the Infected Blood Compensation Scheme – one of the most extensive public sector compensation programmes in UK history. This scheme provides financial compensation to people infected and affected through contaminated blood, in response to the Infected Blood Inquiry.

In September of 2024, CGI were engaged with IBCA as Cabinet Office's Strategic Delivery Partner to design and deliver a transparent and scalable claim management service capable of bringing compensation payments to those impacted in an efficient manner, while maintaining the highest standards of assurance, security and experience for those making their claim.

Outcomes and benefits:

- In October 2025, we delivered a GPG45 compliant digital and supported digital Identity verification solution that meets UK Government 'High Confidence' level of verification. This is the first time this has been implemented across UK Government.
- The Identity verification solution meets GDS standards.
- As of July 2026, £2.1 billion has been securely paid to people who have made claims.

**Infected Blood
Compensation Authority**



Identity verification

As part of the service delivered, CGI created a critical Identity Verification (IDV) solution that enabled IBCA to securely verify people making their claim and release compensation payments with confidence. Using Government Digital Service (GDS) standards, a solution was designed and delivered that aligns to the UK Government's GPG45 Good Practice Guidelines for identity proving and authentication. The IBCA IDV service combines the GOV.UK One Login digital IDV service with a supported digital identity verification route that enables identity to be confirmed to 'High Confidence' standards while supporting people with varying levels of digital confidence, digital exclusion or other vulnerabilities to make claims.

The challenge

Secure access has been a top priority for IBCA since its inception, reflecting the scale, significance, and sensitive nature of the programme. The scheme presented an elevated fraud risk due to the high value of compensation payments, combined with strong public and community expectations to deliver them as quickly as possible.

To address these challenges, IBCA required a robust identity verification framework capable of:

	Verifying the identities of people making claims to the GPG45 High Confidence level whilst providing a compassionate user experience.
	Protecting public funds through strong fraud prevention measures.
	Supporting people making claims who have variable levels of digital confidence and accessibility needs.
	Integrating with a rapidly evolving digital service landscape.
	Enabling compensation payments to be delivered efficiently and securely.

Identity verification became a critical component in establishing trust, confidence and assurance across the end-to-end claim journey.



“CGI operational teams were involved in IBCA’s delivery from the outset. Close collaboration between operational and digital teams enabled quick agreement from relevant governing bodies and fast delivery of Digital and Supported Digital identity verification capabilities for IBCA. I attribute this close working to being a key part of the success we had in delivering the initial payments as rapidly as we did.”

Richard Moore

Deputy Director, Infected Blood Compensation Authority

Our solution

We worked closely with IBCA to rapidly design and implement a comprehensive identity verification model built around two complementary routes:

Digital verification via GOV.UK One Login

The primary route introduced uses GOV.UK One Login, enabling people to securely prove their identity through a modernised, digital experience.

The service became the first within UK Government to require One Login verification at a GPG45 High Confidence level, due to the significant financial value of individual compensation awards. To implement a solution capable of achieving a High Confidence verification level, we worked closely with the GOV.UK One Login team to implement required enhancements to the One Login service, including introducing a bespoke GPG45 High Confidence process and technical changes to support IBCA's comprehensive requirements.

Supported digital identity verification for Non-Digital users

We recognised that people claiming with IBCA vary widely in age, digital confidence and personal circumstances, meaning that not all people making claims would be able or willing to complete a fully digital journey. To create an accessible and inclusive service, we designed a complementary supported digital verification route.

This approach enables trained Operational Teams of IDV Managers and Claim Managers to undertake identity verification activities using a structured framework aligned to the GPG45 standards. The model ensures that anyone can access compensation services, regardless of their preferred channel, individual needs or circumstances.

To create this identity verification offering, we partnered with DVLA, DVA (Northern Ireland), HMPO, Home Office and Experian to provide IBCA's IDV Managers with the training, access, data and validation tools necessary to complete GPG45 compliant identity verification.

Together, these digital and supported digital routes provide a flexible, inclusive and secure identity verification capability.



“Achieving GPG45 high confidence in identity verification through One Login integration is a first for a Government service. This was only possible because of the depth of collaboration between IBCA, CGI and One Login team. I am incredibly proud of the way we were able to work together to prioritise this advancement in order to support the development of the Compensation Service.”

Celine McLoughlin

Director, Infected Blood
Compensation Authority

“CGI and IBCA have worked together to balance the need to support people who have been through real trauma, whilst also protecting them and the compensation scheme for the right people.”

Richard Moore

Deputy Director, Infected Blood
Compensation Authority

Outcomes

The identity verification capability across both Digital and Supported Digital channels took seven months to deliver, and has become a key enabler of IBCA's compensation service, delivering:



A first of its kind High Confidence identity verification aligned to GPG45 standards.



Secure verification and assurance.



Enhanced fraud prevention and risk management capabilities.



Accessible services for both digital and non-digital users.



A scalable platform capable of supporting future service growth.



Foundations for broader identity verification management capabilities across UK Government.

Since the launch of the IDV capability, CGI and IBCA have continuously refined the service through rapid delivery and iterative improvements. This has included introducing escalation processes for those claiming who are unable to achieve GPG45 High Confidence and placing greater emphasis on end-to-end management information.

Wider programme impact

The identity verification capability forms part of the broader CGI-supported transformation programme that is currently delivering significant outcomes for IBCA and its people making their claim.

As of July 2026:

- **£2.1 billion** in compensation payments have been issued.
- Thousands of people have been supported through the compensation process, with **4,923** people starting the claim process and **3,456** receiving their payment offer.
- IBCA has established **one of the largest compensation operations** within UK Government.

The programme continues to demonstrate how modern digital services, delivered through close collaboration between government and industry partners, can accelerate access to essential public services while maintaining trust, security and accountability.



About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-focused to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

Visit cgi.com/uk

Email us at enquiry.uk@cgi.com