



Public Accounts Committee

To all Respondents of the Committee's inquiry into 'Government compensation schemes'

9 September 2026

An Open Letter to Everyone Who Shared Their Experience

Dear Respondent,

Thank you for taking the time to contribute to the Public Accounts Committee inquiry into Government compensation schemes.

While every individual's circumstances are different and the schemes that people told us about are different, I am struck by how similar many people's experiences are.

By sharing your experiences, you have helped to improve our understanding and provided considerable weight to the changes that are required. However I appreciate our future-focussed report cannot address the concerns of the many of you who took the time to engage with us. Your responses provided valuable evidence of the practical and personal impact of how schemes have been designed and delivered, and helped us to understand what fairness and respect would mean to those directly affected.

Our report is intended to ensure that in future those who need to access such schemes are treated with compassion, and experience fair and timely redress. It is clear that the existing arrangements are not good enough. It should not be too much for people to ask to be treated with fairness and respect, particularly when they have been harmed by the action or inaction of the state. Your responses serve as a reminder that behind every application, claim, case file and reference number is a person and a family whose experiences deserve proper respect as well as redress.

I firmly believe that many of the experiences that you told us about - from the unreasonable evidence burdens to the sense that the bereaved have been deprioritised – would have been avoided had a dedicated body, bound to engage affected communities in the design of schemes, been established. We must end the practice of the body responsible for the harm designing and administering the redress.

Schemes should not treat victims of the state as if they are out to defraud the state. They should not place such a burden on those who have been harmed that people end their applications. They should not leave people feeling retraumatised.



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A significant number of you referred to the burden of having to recount traumatic experiences repeatedly; obtain evidence from many decades past or held by the body responsible for the harm; and endure lengthy periods of uncertainty. It is clear that these experiences can have a significant effect on health, personal relationships, and wellbeing, and have deeply affected how you view the UK Government.

Many respondents also referred to relatives, friends and loved ones who are no longer with us, either as a direct result of the harm, as with the infected blood scandal, or because redress has taken so long. These experiences are not forgotten and those affected will continue to be remembered.

Although many of the accounts provided were understandably difficult in nature, they also demonstrated considerable perseverance. Behind each response is an individual who has continued to press for justice, support family members and pursue resolution despite the substantial challenges and prolonged uncertainty.

Thank you so much for your contribution.

Yours Sincerely

Sir Geoffrey Clifton-Brown MP
Chair of the Committee of Public Accounts