

## England Infected Blood Support Scheme (EIBSS) Discretionary one-off payment application form: Accommodation repairs

### Notes to applicants

Discretionary one-off payments are a form of financial support that beneficiaries may apply for to cover the cost of certain essential health related items or services.

**You must apply for payment before committing to payments of any services or expenditure. Please note any payments you make before approval may not be paid.**

### Who can apply

To apply for the Accommodation adaptations discretionary one-off payment, the applicant must be:

- An infected beneficiary registered with EIBSS

### What you can apply for

A discretionary payment of up to £2,500 per year is available towards repairs to the home that are required to prevent serious risk to the health and safety of an infected beneficiary.

The beneficiary's insurance company should be the first point of call for getting help as some repairs may be provided under their policy. We will require a copy of the policy to confirm the repairs cannot be completed under their agreement.

If the beneficiary resides in rented accommodation, such as from the council, housing association or privately landlord, an application should first be made to the homeowner for this support.

If the beneficiary cannot receive this support elsewhere, a discretionary payment is available from EIBSS.

### How to apply

To apply through EIBSS, the applicant **must** send:

- A completed accommodation repairs discretionary one-off payment application form;
- Confirmation from the insurance company that support is not covered or only partly covered;
- Two quotes for the work on letter headed paper;

and if in rented accommodation:

- Confirmation from the homeowner that the repair is not their responsibility.

## **Sending your application form to us**

Please send the application form and the requested information, by post or email to:

FREEPOST EIBSS (valid within the UK only) or at EIBSS, NHSBSA, Bridge House, 152 Pilgrim Street, Newcastle-upon-Tyne, NE1 6SN or by email to: [nhsbsa.eibss@nhs.net](mailto:nhsbsa.eibss@nhs.net)

Sending personal information via e-mail in transit over the internet is at risk of being intercepted. Please visit the below web link for guidance on sending the information to us securely.

<https://www.nhsbsa.nhs.uk/our-policies/privacy/information-security>

## **What you can expect from us**

We will normally deal with your claim within 30 working days of receiving your form. If we need more information, we will write to you to ask for it.

If you need any assistance with completing your application form please contact us at [nhsbsa.eibss@nhs.net](mailto:nhsbsa.eibss@nhs.net) or on 0300 330 1294, Monday to Friday between 9am and 5pm.

Your claim will be assessed by the NHS Business Services Authority, England Infected Blood Support Scheme.

Your personal information will only be used by the NHSBSA on behalf of the Department of Health and Social Care to check your eligibility and to administer your application. Information about the NHSBSA's privacy policy is available at [www.nhsbsa.nhs.uk/yourinformation](http://www.nhsbsa.nhs.uk/yourinformation). All personal information will be transferred and stored securely in compliance with Data Protection law.

If we are unable to approve your application for the discretionary one-off payment, we will provide you with the reasons why this has been declined. You can appeal our decision by writing to us within 3 months.

**Further details on other discretionary one-off payments that are available are detailed in the [England Infected Blood Support Scheme \(EIBSS\) Discretionary Payments Guidance Document](#).**

## Section 1 - Applicant's details

Title:	Address (including postcode):										
First name:	<div style="border: 1px solid black; height: 80px; width: 100%;"></div>										
Last name:											
Date of birth:	Mobile number:										
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EIBSS reference number (if applicable):	Landline number:										
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Marital/civil partnership status:	Email address:										

If applying on behalf of a beneficiary, what is your relationship to them?

We will ask you to supply relevant supporting evidence if you are applying on behalf of an applicant. For example, this may include a Power of Attorney or a signed letter from a GP. If you're unsure what evidence to supply please contact us.

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## Section 2 - Contact preferences

Please indicate your preferred method by which we may contact you with essential information about the Scheme by ticking the relevant box(es) below:

I prefer to be contacted by:      Letter      Telephone      Email

If you are happy for us to write to you, where would you like us to send any letters?:

My home address

An alternative address (please provide below)

Please let us know if you need your letter in a specific format:

If you have indicated that you are happy for us to contact you by telephone or email, please provide the details you'd like us to use here:

Landline telephone number:

Mobile telephone number:

Email address:

### Section 3 - Data Protection

By submitting this form to the NHS Business Services Authority (NHSBSA), you confirm that you have read and understood the privacy notice at the end of this form.

Your personal information will only be used by the NHSBSA on behalf of the Department of Health, to check your eligibility for a payment and to administer your application. In the event that you appeal a decision, your information may be disclosed to a panel of experts. Information about the NHSBSA's privacy policy is available at [www.nhsbsa.nhs.uk/our-policies/privacy](http://www.nhsbsa.nhs.uk/our-policies/privacy). All personal information will be transferred and stored securely in compliance with Data Protection law.

By submitting this form to a medical professional, you consent that your medical details necessary to evidence your application will be supplied to the NHSBSA for the purpose of administering your application. If your application is deemed to be ineligible, the scheme will keep your application form on file for up to ten years so that it has a full historical record in the event that you lodge an appeal or if you reapply for a payment. If you have any questions regarding the use of your information, please contact the scheme administrator, by telephone on 0300 330 1294, by email to [nhsbsa.eibss@nhs.net](mailto:nhsbsa.eibss@nhs.net), or in writing to FREEPOST EIBSS (valid within the UK only) or to EIBSS, NHSBSA, Bridge House, 152 Pilgrim Street, Newcastle-upon-Tyne, NE1 6SN.

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### Section 4 - Applicant Declaration (to be completed by you/your representative)

**Declaration:** I confirm that the information given in this application form is, to the best of my knowledge and belief, correct and complete. I understand and consent to the sharing of information relating to my medical condition with assigned expert group members of the NHS Business Services Authority for the purposes of applying for increased annual payments and with the NHS Counter Fraud Authority for the purposes of verification of this claim and the investigation, prevention, detection and prosecution of fraud. I understand that if I knowingly give false information, support will be stopped and I may be asked to return any financial support given to me as a result of this application and that I may be liable for prosecution and civil recovery proceedings.

Signature of applicant:

Date:

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## Section 5 - Details of request (Accommodation repairs)

What is the value of the one-off payment you are applying for? £

Please provide full details of how you would spend this amount:

How would this benefit you?

Are you the homeowner?

Yes

No

If 'No', an application should first be made to the homeowner for this support.

Please provide written confirmation that support is not available from the homeowner.

Do you have home insurance?

Yes

No

If 'Yes', are the required repairs covered under your policy?

Yes

No

Only partly

Please provide confirmation from your insurance company that support is not covered or only partly covered. We can accept:

- a copy of your insurance policy
- written confirmation from your insurance company on letter-headed paper

**Please provide two detailed quotes for the work on letter-headed paper.**

## England Infected Blood Support Scheme - Privacy notice

The NHSBSA will process the information supplied by the charities who previously provided the service for the purposes of administering payments under the EIBSS.

The NHSBSA is providing this service, as it is legally obliged to do so under the NHS Business Services Authority (Awdurdod Gwasanaethau Busnes y GIG) (Infected Blood Payments Scheme) Directions 2017.

The NHSBSA can be contacted at the following address: FREEPOST EIBSS (valid within the UK only) or at EIBSS, NHSBSA, Bridge House, 152 Pilgrim Street, Newcastle-upon-Tyne, NE1 6SN.

### Data sharing

Your information may be shared with other people/organisations including, but not limited to, the following:

- Administrators of other Infected Blood Support Schemes in the UK to ensure you are directed to the correct scheme.
- Medical professionals for the assessment of any future applications/appeals made.
- The Department of Health for planning and information purposes.

The information may be shared for the purposes of preventing fraud and error.

By accepting this information and continuing with your claim you consent to the disclosure of relevant information to the NHSBSA and any other relevant parties they may share it with as outlined above.

Your information will not be transferred outside the EU unless you, at any time, reside outside of that area and the transfer is required in order to write to you regarding the service and/or to make payments to the appropriate bank.

### How long we will keep your information

Your information will be retained for seven years following the date of the final payment being made to you or any of your dependents.

### Your rights

Information you provide to the NHSBSA will be managed as required by relevant Data Protection law including the General Data Protection Regulation (GDPR).

You have the right to:

- Receive a copy of the information the NHSBSA holds about you.
- Request your information be changed if you believe it was not correct at the time you provided it.
- Request that your information be deleted if you believe the NHSBSA is processing it for longer than is necessary to make payments under the EIBSS.

Details of how the NHSBSA processes your data are shown on our website at

<https://www.nhsbsa.nhs.uk/our-policies/data-protection>

To make use of these rights please contact the NHSBSA Data Protection Officer:

Data Protection Officer  
NHS Business Services Authority  
Stella House  
Goldcrest Way  
Newburn Riverside  
Newcastle upon Tyne  
NE15 8NY

[nhsbsa.dataprotection@nhs.net](mailto:nhsbsa.dataprotection@nhs.net)

If you have any concerns about the processing of your information you have the right to contact the Data Protection Regulator:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

<https://ico.org.uk/global/contact-us/email/>  
<https://ico.org.uk/>