



Business Services Authority

NHS Business Services Authority

England Infected Blood Support Scheme

Annual Report 2021 - 2022

EIBSS Annual Report 2021 - 2022

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Introduction

On 1 November 2017, the National Health Service Business Services Authority (NHSBSA) became directed by the Secretary of State for Health and Social Care to administer the England Infected Blood Support Scheme (EIBSS). EIBSS operates from Bridge House, Newcastle upon Tyne, and sits within the NHSBSA Health and Community Services area of Citizen Services. The scheme is delivered on behalf of the Department of Health and Social Care (DHSC).

NHSBSA administers the scheme for those eligible for support through EIBSS; providing financial and other support to those who were historically infected by HIV and/or hepatitis C through NHS supplied blood or blood products during the 1970s and 1980s. The scheme also provides support for their families, including spouses, parents, children, and dependents.

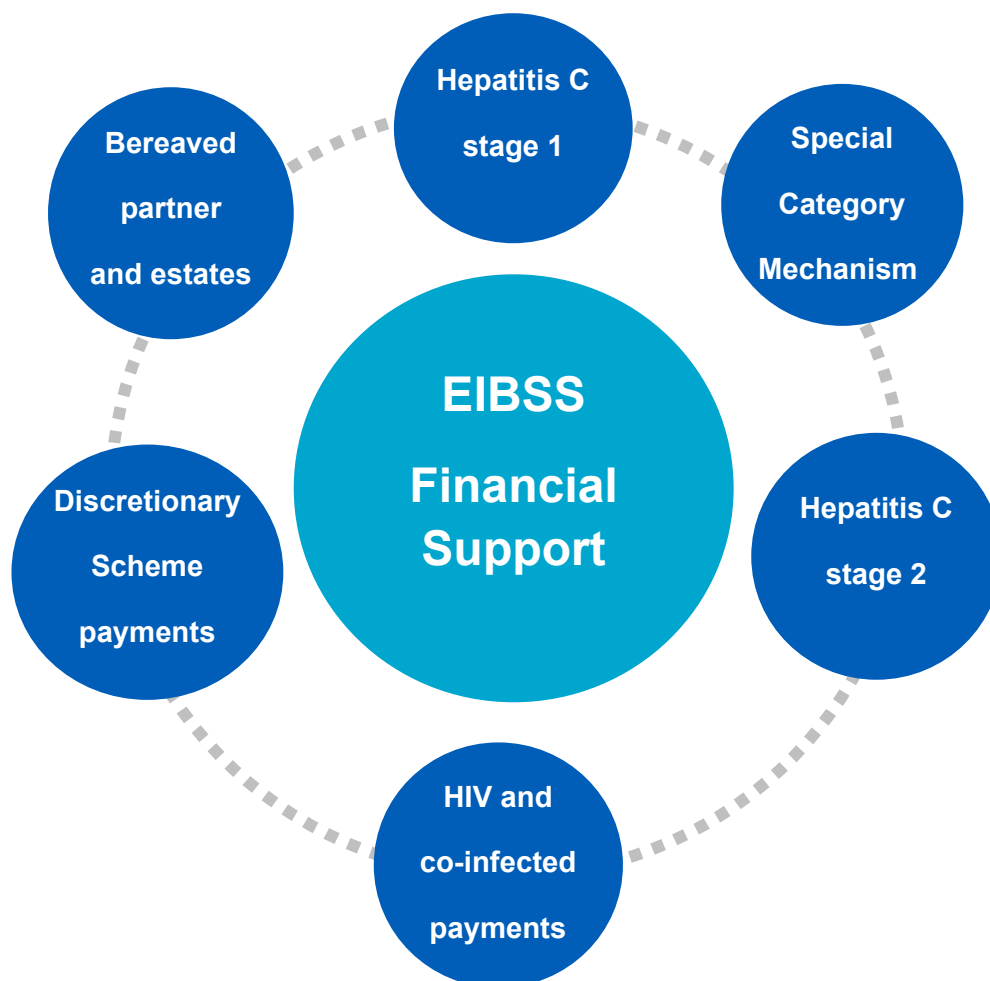
The scheme recognises that individuals living with hepatitis C and/or HIV face extra costs.

Financial support is available for:

- New applicants to the scheme
- Members of previous schemes

Financial Support

There are different levels of support available to Beneficiaries:



Hepatitis C Stage 1 – For those infected with hepatitis C as a result of treatment with NHS blood, blood products or tissue.

Hepatitis C Stage 2 - For those stage 1 hepatitis C infected Beneficiaries who go on to develop:

- Cirrhosis
- Primary liver cancer
- B-cell non-Hodgkin's lymphoma
- Type 2 or 3 cryoglobulinemia accompanied by membranoproliferative glomerulonephritis (MPGN)

Additionally, those that receive a liver transplant, or are on the waiting list to receive one.

Special Category Mechanism (SCM) - For stage 1 Beneficiaries whose infection, its treatment, or associated conditions, has a long-term negative impact on their ability to carry out daily activities or the condition has worsened, but is not stage 2.

HIV - For those infected with HIV as a result of NHS treatment before October 1985.

Winter Fuel Payments – one-off payments for all Beneficiaries paid in December.

Discretionary Scheme – There are different elements of discretionary scheme payments:

Income Top Up¹ - Is a discretionary monthly payment to increase household income to help with general living costs. An assessment is made of household income and if the income is below set thresholds an application can be made to receive payments.

Bereaved Partner Payments² - In the event of a death of a registered Beneficiary, EIBSS will pay the surviving Partner the equivalent regular payment for 1 year at 100%, and subsequent years will be paid at a rate of 75% of the Beneficiary payment.

Estates Payments – Following the death of a registered Beneficiary, and in the absence of a surviving Partner, the Estate can apply for a one-off Lump Sum bereavement payment.

One-off payment - financial support that Beneficiaries and bereaved spouses or partners may apply for, to cover the cost of certain essential, health-related items or services.

Child Payments – Means tested payments to help the Primary Carer with the costs of bringing up children of an infected Beneficiary.

¹ Income Top-Up payments ceased in November 2021

² Bereaved Partner Payments commenced in December 2021

Application Process

Applications for each of the support elements can be made by downloading the appropriate application form at www.nhsbsa.nhs.uk/eibss or by contacting the EIBSS support team, who can post an application to the requestor.

Medical Assessors

All applications to EIBSS which require medical practitioner evidence are assessed by medical professionals with relevant clinical or similar experience in this field.

Appeals Process

An applicant can appeal if they disagree with the outcome of their application to EIBSS. Appeals are heard by a panel of independent medical experts headed by a legal chairperson. As with the medical assessors, medical appeals panel members also have relevant clinical or similar experience in this field.

Welfare Advice

NHSBSA provides a welfare advice service via 2 x welfare advisers; the previous scheme administrators offered a similar service with one adviser. Alternatively, Beneficiaries can choose to source their own welfare advice and EIBSS will cover the cost. EIBSS are able to assist Beneficiaries in locating local welfare advice if they choose this option.

Beneficiaries

There are 3,200 people registered for support through the scheme. This is broken down into the following groups (*Data valid on 01.04.2022*).

Beneficiary Group	Number of Beneficiaries registered
Hepatitis C stage 1	1196
Special Category Mechanism (SCM)	556
Hepatitis C stage 2	561
HIV	62
Co-infected (stage 1 and HIV)	83
Co-infected (SCM and HIV)	86
Co-infected (stage 2 and HIV)	57
Dependents	55
Bereaved Partner	544

Payments 2021 - 2022

Annual and Discretionary payments -Between 1 April 2021 to 31 March 2022 EIBSS processed annual and discretionary payments for registered Beneficiaries, Bereaved Partners, and their families. The levels of payments paid in 2021 - 2022 are shown in the table below and increase annually in line with the Consumer Price Index.

Payment Type	Annual Payments
Hepatitis C (stage 1)	£18,912
Hepatitis C (stage 1) with SCM	£28,680
Hepatitis C (stage 2)	£28,680
HIV	£28,680
Co-infected with HIV and Hepatitis C (stage 1)	£38,928
Co-infected with HIV and Hepatitis C (stage 1) with SCM	£45,072
Co-infected with HIV and Hepatitis C (stage 2)	£45,072

NHSBSA pays annual payments on a monthly or quarterly basis, depending on Beneficiary preference. In addition to the annual payments above, a separate winter fuel payment is also made in December each year. 2021 - 2022 winter fuel payment was £544.

Lump Sum rates for 2021 - 2022

A one-off non-discretionary lump sum payment of £50,000 was reserved for new applicants registered for hepatitis C stage 1 payments and a one-off non-discretionary lump sum payment of £20,000 to those who developed a hepatitis C stage 2 condition.

A one-off non-discretionary lump sum payment was also paid to new applicants registered for HIV payments of £80,500.

A one-off non-discretionary lump sum payment of £10,000 was also available for bereaved partner/spouses and Estates of deceased Beneficiaries provided they met certain criteria.

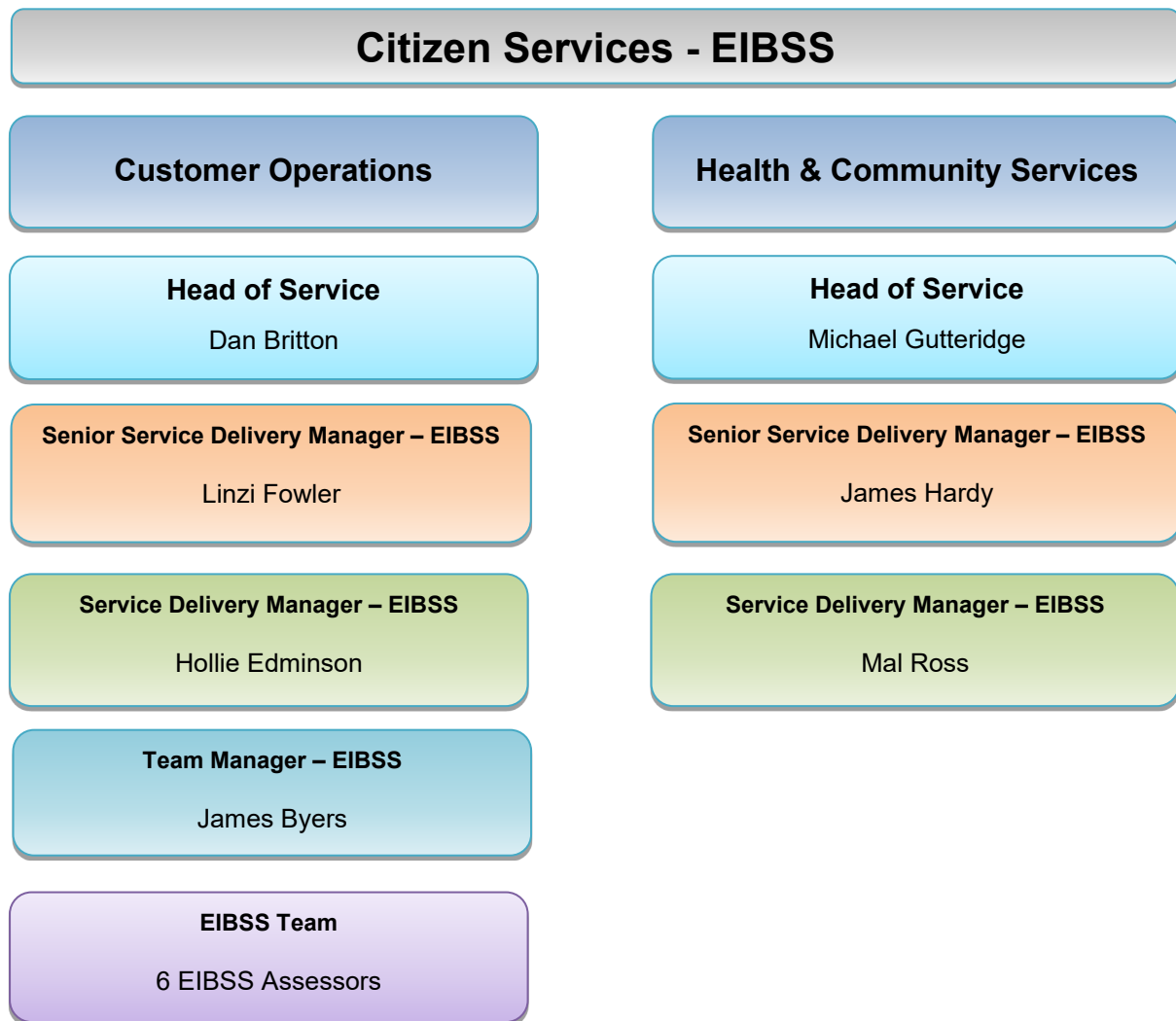
Stakeholder Engagement

NHSBSA continues to engage with several stakeholders, such as the Terence Higgins Trust, Haemophilia Society, Hepatitis C Trust, and feedback is shared with DHSC.

Beneficiary Engagement

NHSBSA has continued to hold Beneficiary focus groups online, with the aim of developing and improving the scheme. All Beneficiaries are welcome to participate in the focus groups and can register their interest at any time, either by contacting the EIBSS team directly, or register on the EIBSS website.

EIBSS Structure – 2021 - 2022



Performance Summary

NHSBSA performance against Key Performance Indicators agreed with DHSC in table below.

Service Delivery 2021 – 2022

Indicator	KPI	Target	Actual %
Payments	Annual (regular) payments to be made at agreed time each Month/Quarter	100%	100%
Correspondence	Beneficiary correspondence responded to within 5 working days	90%	99.9%
Correspondence	Beneficiary correspondence responded to within 10 working days (this should be full response)	100%	99.9%
Complaints	Complaints acknowledged within 3 working days (so that the individual knows that the complaint has been received)	100%	100%
Complaints	Informal complaints responded to within 10 working days. This should be a full response to the complaint	100%	100%
Complaints	Stage 2 complaints responded to within 15 working days. This should be a full response to the complaint	100%	100%
Applications	New applications acknowledged within 5 working days, so the Applicant knows the application has been received	100%	100%
Applications	New applications processed to completion within 30 working days	90%	99.6%
Applications	Applications for Special Category Mechanism processed, and payments made to individuals within 120 working days	90%	100%
Appeals	Appeals processed and completed within 60 working days	90%	96.4%

The England Infected Blood Support Scheme (EIBSS) met or exceeded targets for 9 out of 10 of the service KPIs in 2021 - 2022, narrowly missing the 100% target due to 1 piece of correspondence being replied to outside of the 10-day KPI.

Correspondence Received

During 2021 - 2022 EIBSS received 7,300 items of Beneficiary correspondence (post and email) and responded to 7,299 with the 10-day KPI. This included MP correspondence on behalf of Beneficiaries.

The NHSBSA complaints policy also covers EIBSS.

During the year 2021 - 2022 EIBSS received 63 complaints under this policy, and all were resolved within agreed timescales.

Application Volume

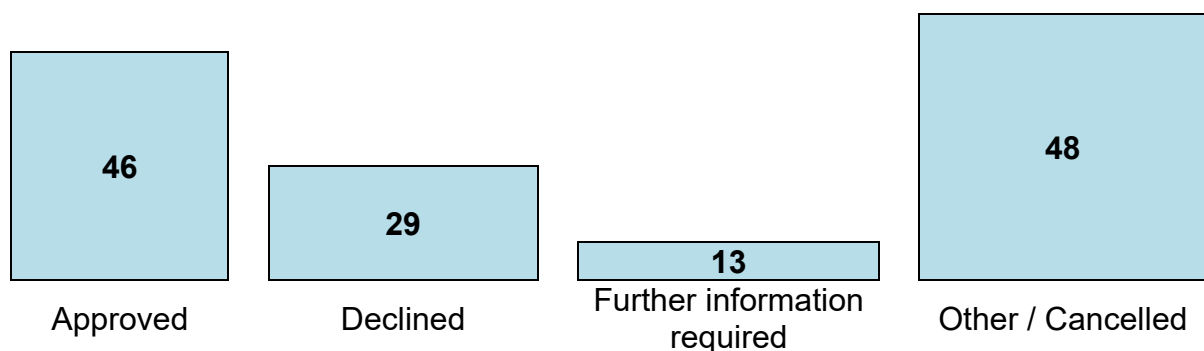
EIBSS received over 198 regular payment applications in 2021 - 2022.

Please note that where there are less than 5 applications, we are unable to provide the exact number for data protection purposes.

Application Type	Applications received
Hepatitis C stage 1 payments	136
Special Category Mechanism (SCM) payments	12
Hepatitis C stage 2 payments	41
HIV & Co-infected payments	9

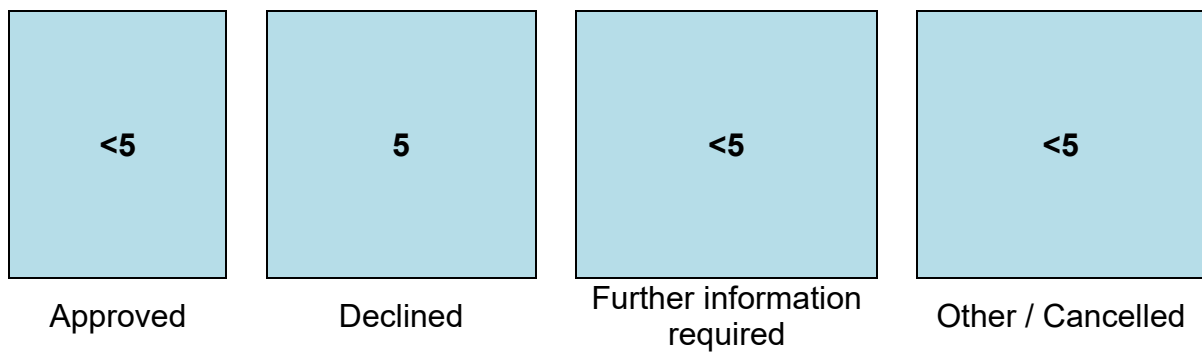
Application Outcomes

Hepatitis C Stage 1



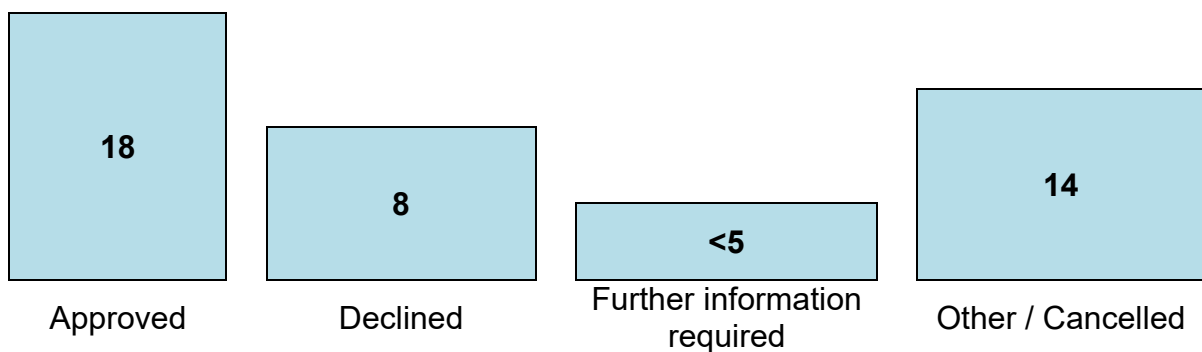
- Declined Applications - The main reason was a lack of evidence/proof to support the applications.
- Further information required - EIBSS are still awaiting additional information from the applicants.
- Other / Cancelled – applications which were either cancelled, superseded by another application, or have gone to appeal.

Special Category Mechanism (SCM)



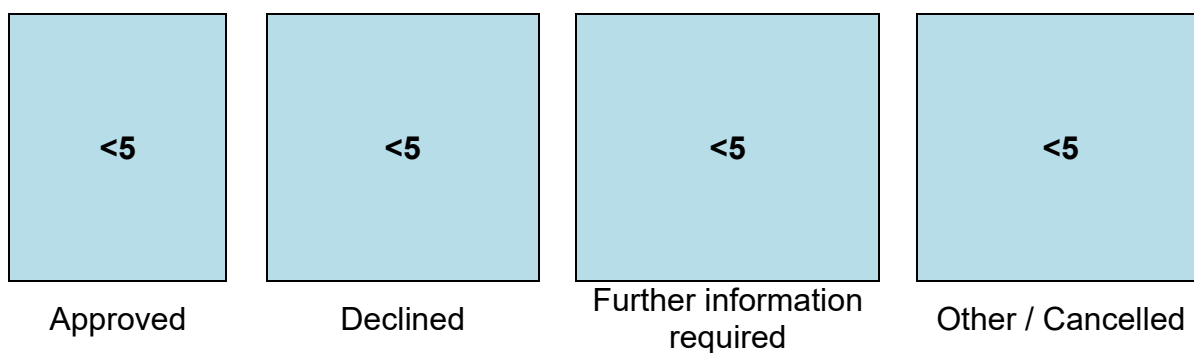
- Declined Applications - The main reason was a lack of evidence/proof to support the applications.
- Further information required - EIBSS are still awaiting additional information from the applicants.
- Other / Cancelled – applications which were either cancelled, superseded by another application, or have gone to appeal.

Hepatitis C Stage 2



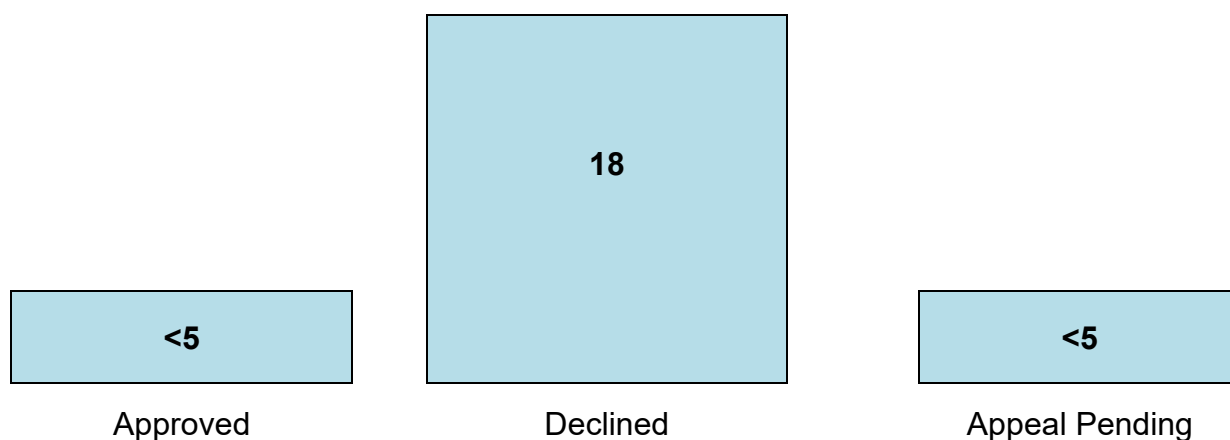
- Declined Applications - The main reason was a lack of evidence/proof to support the applications.
- Further information required - EIBSS are still awaiting additional information from the applicants.
- Other / Cancelled – applications which were either cancelled, superseded by another application, or have gone to appeal.

HIV & Co-infected



- Declined Applications - The main reason was a lack of evidence/proof to support the applications.
- Further information required - EIBSS are still awaiting additional information from the applicants.
- Other / Cancelled – applications which were either cancelled, superseded by another application, or have gone to appeal.

Appeals 2021 – 2022



Application Type	Appeals Approved	Appeals Declined
Hepatitis C stage 1 payments	<5	15
Special Category Mechanism (SCM) payments	<5	<5
Hepatitis C stage 2 payments	<5	<5
HIV payments	<5	<5

An applicant can appeal if they disagree with the outcome of their application to EIBSS.

Discretionary Payments

Discretionary payments include income top-up payments and payments for one-off items/circumstances. The purpose of discretionary support is to provide additional, time-limited financial and non-financial support to Beneficiaries and their families. This is to address immediate infection-related needs that have a direct effect on Beneficiaries' independence but are not otherwise being met.

Notes:

Income top-up (ITU) payments ceased in November 2021 and were replaced with the newly introduced Bereaved Partner Payments, which are described earlier in this report.

In early 2022 NHSBSA undertook a Legal Entitlement and Administrative Practices (LEAP) exercise. The exercise related to the income top-up calculations applied by EIBSS between June 2018 and August 2020, as these incorrectly included some disability benefits and disability elements of state benefits, as part of the assessment.

EIBSS reviewed all ITU cases for the period and where applicable, made backdated payments, if the case file included full information. Where the full information was not held, we worked with Beneficiaries to obtain this and made a backdated payment.

Finance

In 2021 – 2022 EIBSS administered the following payments, including introducing the newly created Bereaved Partner Payment as a result of the [Written Ministerial Statement](#) regarding parity payments on 25 March 2021.

Non-Discretionary Payments 2021 - 2022	
Payment Type	Total
Regular Hepatitis C Stage 1	£22,350,847.11
One-Off Hepatitis C Stage 1	£4,340,145.17
Regular Special Category Mechanism (SCM)	£16,084,555.00
One-Off Special Category Mechanism (SCM)	£29,157.71
Regular Hepatitis C Stage 2	£16,118,132.85
One-Off Hepatitis C Stage 2	£813,688.06
Regular HIV	£1,806,809.00
One-Off HIV	£206,620.00
Regular Co-infected (HIV & Stage 1)	£3,292,560.00
One-Off Co-infected (HIV & Stage 1)	£6,436.00
Regular Co-infected (HIV & Stage 2)	£2,546,568.00
Regular Co-infected (HIV & SCM)	£3,906,240.00
Annual Winter Fuel	£1,699,474.00
Total	£73,201,232.90

Discretionary Payments 2021 - 2022	
Payment Type	Total
Adaptations to Accommodation	£12,990.00
Bereaved Payment	£600,000.00
Car Repairs	£19,830.28
Child Supplement	£556,718.41
Child Supplement (backdated)	£26,350.00
Counselling	£41,223.67
Dental	£5,089.30
Funeral Grant	£235,576.64
Funeral Plan	£27,818.00
Hospital Travel Costs	£5,300.17
Household Repairs	£54,744.00
Income Top-Up	£2,327,267.35
Income Top-Up (backdated)	£90,097.51
Mobility Aids & Equipment	£14,655.98
Motability Deposit	£500.00
PPC	£28,607.15
Respite Break	£21,338.36
Specialist Bed & Mattress	£11,465.19
Training	£6,499.00
Total	£4,086,071.01

Parity Lump Sum, LEAP & Bereaved Partner Payments 2021 - 2022	
Payment Type	Total
Parity Lump Sum - Hepatitis C Stage 1	£56,650,000.00
Parity Lump Sum - Special Category Mechanism (SCM)	£90,000.00
Parity Lump Sum - HIV	£11,017,500.00
Bereaved Lump Sum	£356,424.48
LEAP Payments	£107,972.72
Bereaved Partner - Hepatitis C Stage 1	£2,374,701.11
Bereaved Partner - Special Category Mechanism (SCM)	£454,977.37
Bereaved Partner - Hepatitis C Stage 2	£10,657,031.34
Bereaved Partner - HIV	£3,926,838.21
Bereaved Partner - Co-infected (HIV & Stage 1)	£4,256,927.64
Bereaved Partner - Co-infected (HIV & Stage 2)	£8,510,538.76
Bereaved Partner - Co-infected (HIV & SCM)	£18,896.46
Total	£98,421,808.09

Total EIBSS Expenditure for 2021 - 2022	
Payment Type	Total
Non-Discretionary Payments	£73,201,232.90
Discretionary Payments	£4,086,071.01
Parity Lump Sum, Bereaved Partner & LEAP Payments	£98,421,808.09
Total	£175,709,112

2022 - 2023 Forward View

We are continuing the digital Focus Groups in 2022 – 2023 to ensure as many Beneficiaries as possible have the opportunity to attend, and Beneficiaries can register their interest in attending by completing the online form on the website.

Following the [Written Ministerial Statement](#) regarding Infected Blood Interim Compensation Payments on 5 September 2022, our priority will be to ensure successful delivery of the £100,000 payment to each eligible Beneficiary as soon as possible, subject to funding and appropriate Tax and Benefit legislation being in place.

We are also planning to send an overall Service Satisfaction Survey to allow us to continue to gather the opinions of Beneficiaries and help identify any improvements that can be made to the service.