

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

### 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.**

**Failure to provide requested further information within a one-month period will result in a new application being required.**

### 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 is available every 10 years towards the cost of home adaptations required to prevent serious risk to the health and safety of an infected beneficiary. You may be able to get assistance from your local council or Disabled Facilities Grant (DFG).

### Contact your local council

All beneficiaries can contact their local authority (LA) as the first point of call for getting help as some adaptations may be provided by local councils. The beneficiary's LA Social Services department will arrange an Occupational Therapist (OT) assessment to be undertaken. We will require a copy of the assessment to determine the adaptations which will support your needs.

### Disabled Facilities Grant (DFG)

If the beneficiary is a homeowner, they may qualify for a Disabled Facilities Grant (DFG) which are available from local council offices. DFGs available include bathrooms, shower/wet rooms, installing ramps, widening doors, improving access to the property, rooms and its facilities, providing a suitable heating system and adapting heating or lighting controls to make them easier to use. If you do not qualify for a DFG, we will require confirmation of this.

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

If the beneficiary cannot receive this support elsewhere, or if support is only partially offered, a discretionary payment is available per home adaptation from EIBSS; each adaptation can only be claimed once in a 10 year period.

## How to apply

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

- A completed accommodations adaptation discretionary one-off payment application form;
- A copy of correspondence(s) from the LA/Social Services/OT assessor;
- Two detailed quotes for the work on letter headed paper;

and where appropriate:

- Confirmation they do not qualify for a DFG; or
- Confirmation (if renting) that support is not available from the homeowner

Please note that your Local Authority (LA) /Social Services/Occupational Therapist (OT) assessor will need to provide a copy of their report.

## Sending your application form to us

Please download and print the application form and post the requested information to:

FREEPOST EIBSS (valid within the UK only) or at EIBSS, NHSBSA, Bridge House, 152 Pilgrim Street, Newcastle-upon-Tyne, NE1 6SN.

We can accept your form via email along with the requested information, please send this to:  
**[eibss@nhsbsa.nhs.uk](mailto:eibss@nhsbsa.nhs.uk)**

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 **[eibss@nhsbsa.nhs.uk](mailto:eibss@nhsbsa.nhs.uk)** 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:	<input type="text"/>	Address (including postcode):	<input type="text"/>
First name:	<input type="text"/>		
Last name:	<input type="text"/>		
Date of birth:	<input type="text"/> / <input type="text"/> / <input type="text"/>	Mobile number:	<input type="text"/>
EIBSS reference number (if applicable):	<input type="text"/>	Landline number:	<input type="text"/>
Marital/civil partnership status:	<input type="text"/>	Email address:	<input type="text"/>
If applying on behalf of a beneficiary, what is your relationship to them?			
<input type="text"/>			

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)

<input type="text"/>
Postcode <input type="text"/>

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:	<input type="text"/>	Mobile telephone number:	<input type="text"/>
Email address:	<input type="text"/>		

### 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 [eibss@nhsbsa.nhs.uk](mailto:eibss@nhsbsa.nhs.uk), 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.

**Please note: Failure to provide requested further information within a three-month period will result in a new application being required.**

Signature of applicant:

Date:

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

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', please provide written confirmation that support is not available from the homeowner.

If you are the homeowner, you will need to apply for a Disabled Facilities Grant (DFG).

Have you applied for the DFG?

Yes

No

If 'Yes', please provide confirmation that you either do not qualify for a DFG or have only received partial funding.

If 'No', you will be required to apply for a DFG before we can consider your application.

Do you have a report from an Occupational Therapist?

Yes

No

If 'No', you will be required to provide a report from an Occupational Therapist before we can consider your application.

**Please provide two detailed quotes for the work on letter-headed paper and the report from an Occupational Therapist.**

## 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

**[dataprotection@nhsbsa.nhs.uk](mailto:dataprotection@nhsbsa.nhs.uk)**

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/>**