



Business Services Authority

NHS Business Services Authority

England Infected Blood Support Scheme

Annual Report 2020/21

EIBSS Annual Report 2020/21

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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 Scheme (EIBSS). EIBSS operates from Bridge House, Newcastle 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 and blood products during the 1970s and 1980s. The scheme also provides support for their families, including spouses, parents, children, and dependents.

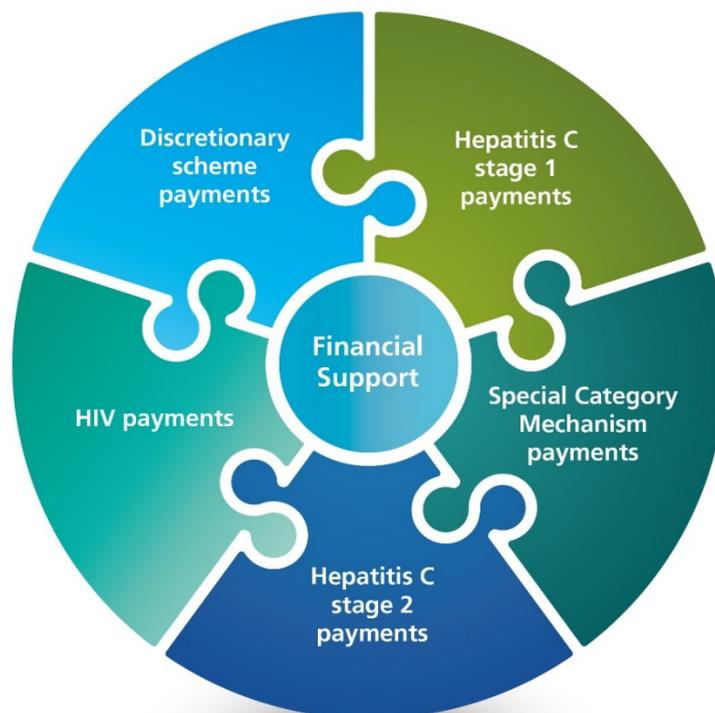
The scheme recognises that individuals living with hepatitis C and/or HIV face extra costs.

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 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-up - 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.

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.

Payments for children - to help with the costs of bringing up children of an infected Beneficiary.

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 a welfare adviser; the previous scheme administrators offered the same service. 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 3,101 people registered for support through the scheme. This is broken down into the following groups (*Data valid on 01.04.2021*);

Beneficiary Group	Number of Beneficiaries registered
Hepatitis C stage 1	1171
Special Category Mechanism (SCM)	564
Hepatitis C stage 2	569
HIV	64
Co-infected (stage 1 and HIV)	85
Co-infected (SCM and HIV)	87
Co-infected (stage 2 and HIV)	56
Dependents	23
Bereaved Partner	482

Payments 2020/21

Annual and Discretionary payments -Between 1 April 2020 to 31 March 2021 EIBSS processed annual and discretionary payments for registered Beneficiaries and their families. The levels of payments paid in 2020/21 are shown in the table below and increase annually in line with the Consumer Price Index.

Payment Type	Annual Payments
Hepatitis C (stage 1)	£18,772
Hepatitis C (stage 1) with SCM	£28,476
Hepatitis C (stage 2)	£28,476
HIV	£28,476
Co-infected with HIV and Hepatitis C (stage 1)	£38,646
Co-infected with HIV and Hepatitis C (stage 1) with SCM	£44,748
Co-infected with HIV and Hepatitis C (stage 2)	£44,748

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. 2020/21 winter fuel payment was £540.

Lump Sum rates for 2020/21

A one-off non-discretionary lump sum payment of £20,000 was reserved for new applicants registered for hepatitis C stage 1 payments and a one-off non-discretionary lump sum payment of £50,000 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. The lump sum payment amount was subject to the applicant's eligibility criteria at the time of infection and depended on their circumstances and whether they were a primary Beneficiary or a secondary Beneficiary.

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

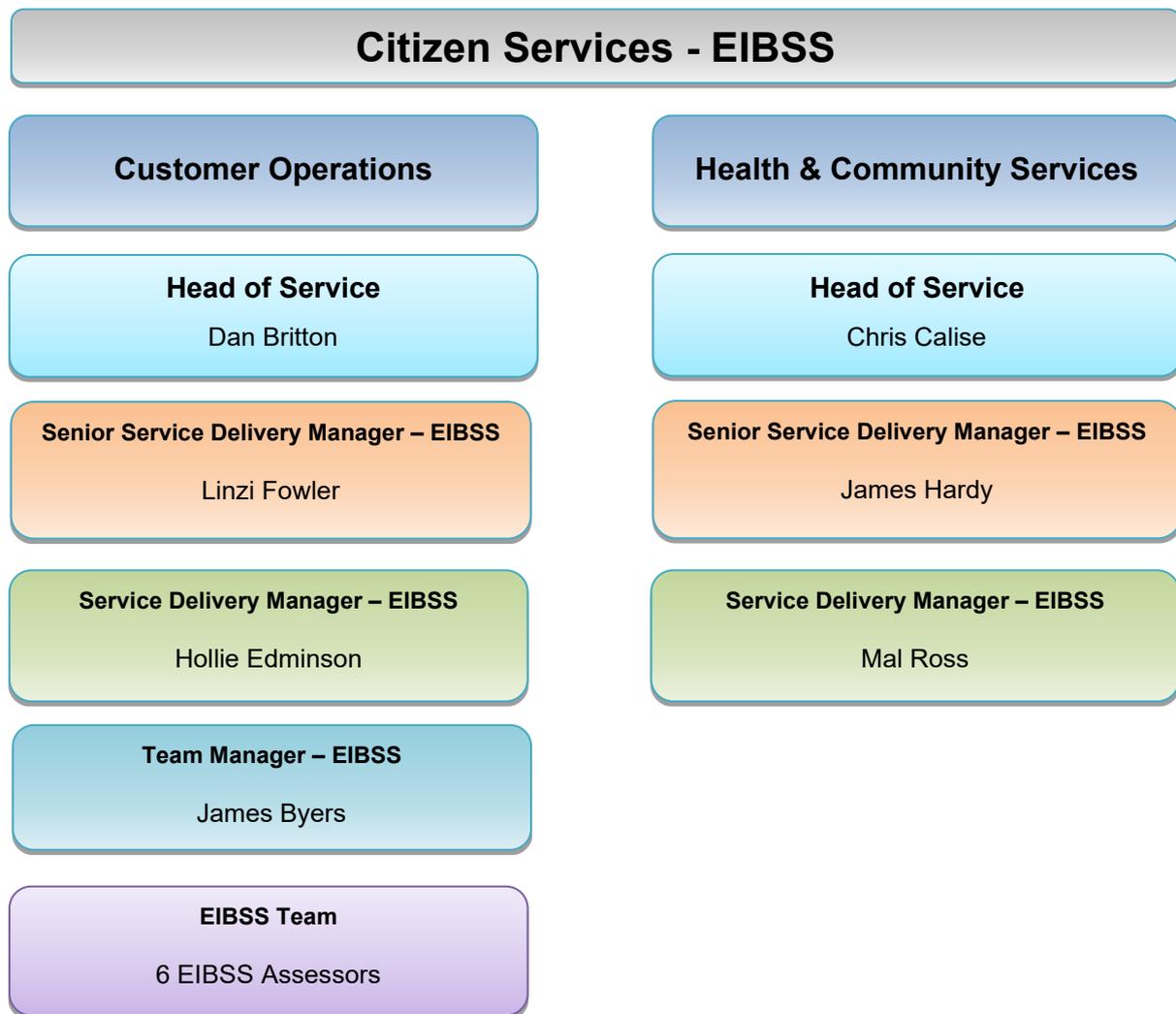
Stakeholder Engagement

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

Beneficiary Engagement

NHSBSA has continued to hold Beneficiary focus groups aimed at developing and improving the scheme, however these have been disrupted due to Covid-19 restrictions. All Beneficiaries are welcome to participate in the focus groups.

EIBSS Structure – 2020/21



* Structure current at 01.04.2021

Performance Summary

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

Service Delivery 2020/21

Indicator	KPI	Target	20/21 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%	100%
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%	96.9% ¹
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%	95.5%

NHSBSA acknowledges that if our automated payments process has failed then a faster payment mechanism will have been used to pay beneficiaries on the same day.

¹ “New applications acknowledged within 5 working days” KPI was missed, due to a 675% increase in applications in March 2021 from the previous month, and also a 215% increase in telephone calls following the Written Ministerial Statement regarding parity payments on 25 March 2021.

Correspondence Received

During 2020/21 EIBSS received and responded to 6,387 items of Beneficiary correspondence (post and email). This included MP correspondence on behalf of Beneficiaries.

The NHSBSA complaints policy also covers EIBSS.

During the year 2020/21 EIBSS received 7 complaints under this policy, and all were resolved within agreed timescales.

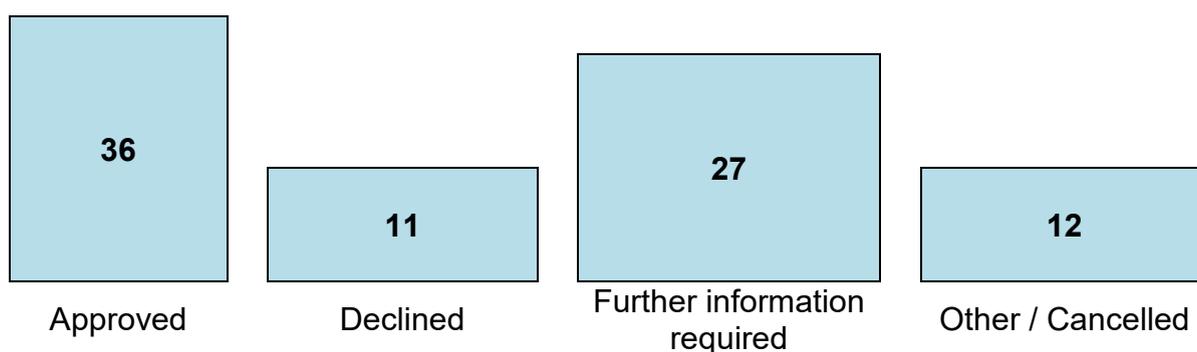
Application Volume

EIBSS received over 135 regular payment applications in 2020/21. 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	86
Special Category Mechanism (SCM) payments	13
Hepatitis C stage 2 payments	36
HIV & Co-infected payments	<5

Application Outcomes

Hepatitis C Stage 1



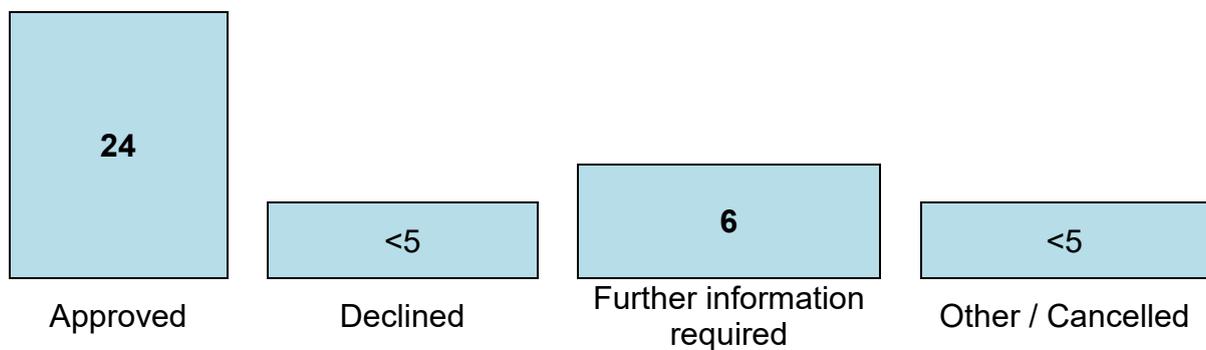
- Declined Applications - The main reason was a lack of evidence/proof to support the applications.
- Further information required - EIBSS are still awaiting additional information from the applicants.
- Other / Cancelled – applications which were either cancelled or superseded by another application.

Special Category Mechanism (SCM)



- Further information required - EIBSS are still awaiting additional information from the applicants.
- Other / Cancelled – applications which were either cancelled or superseded by another application.

Hepatitis C Stage 2



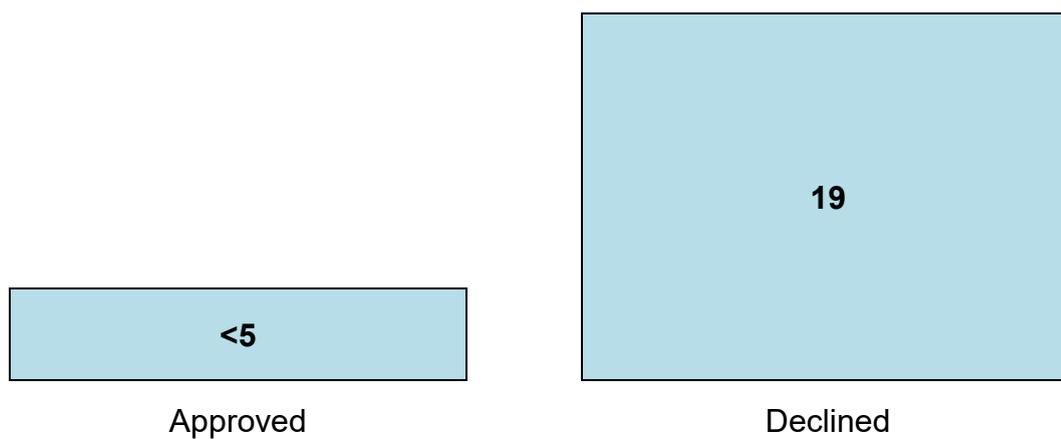
- Declined Applications - The main reason was a lack of evidence/proof to support the applications.
- Further information required - EIBSS are still awaiting additional information from the applicants.
- Other / Cancelled – applications which were either cancelled or superseded by another application.

HIV & Co-infected



- Declined Applications - The main reasons were that it was not probable that infection was contracted through a blood transfusion.

Appeals 2020/21



Application Type	Appeals Approved	Appeals Declined
Hepatitis C stage 1 payments	<5	16
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.

Finance

In 2020/21 EIBSS administered the following payments.

Total EIBSS Expenditure for 2020/21	
Payment Type	Total
Non-Discretionary Payments	£71,027,492.22
Discretionary Payments	£4,883,719.86
Total	£75,911,211.08

Non-Discretionary Payments 2020/21	
Payment Type	Total
Regular Hepatitis C Stage 1	£22,707,073.11
One-Off Hepatitis C Stage 1	£1,260,000.00
Special Category Mechanism (SCM)	£16,042,392.57
Regular Hepatitis C Stage 2	£16,317,589.62
One-Off Hepatitis C Stage 2	£1,350,000.00
Regular HIV	£1,853,078.00
One-Off HIV	£20,500.00
Regular Co-infected (HIV & Stage 1)	£3,389,152.47
Regular Co-infected (HIV & Stage 2)	£2,472,327.00
Regular Co-infected (HIV & SCM)	£3,949,011.00
Annual Winter Fuel	£1,666,368.45
Total	£71,027,492.22

Discretionary Payments 2020/21	
Payment Type	Total
Adaptations to Accommodation	£6,821.00
Bereaved Payment	£180,000.00
Car Repairs	£9,856.27
Child Supplement	£556,655.04
Child Supplement (backdated)	£36,970.00
Counselling	£53,817.05
Dental	£3,775.10
Funeral Grant	£192,220.79
Funeral Plan	£18,728.10
Hospital Travel Costs	£3,581.15
Household Repairs	£57,122.08
Income Top-Up	£3,497,184.55
Income Top-Up (backdated)	£177,259.73
Mobility Aids & Equipment	£8,356.24
Motability Deposit	£1,500.00
PPC	£25,712.95
Respite Break	£10,178.82
Specialist Bed & Mattress	£9,894.99
Support Payment – Medical Expenses	£50.00
Training	£34,035.00
Total	£4,883,718.86

2021/22 Forward View

There has been disruption to the planned focus group schedule due to covid-19 restrictions. We are currently planning for digital alternatives to the previous face to face meetings as we intend to build on the current engagement with Beneficiaries and carry out further Focus Groups in 2021/22 where possible.

Following the [Written Ministerial Statement](#) regarding parity payments on 25 March 2021, our priority will be to ensure successful delivery of all additional payments and implementation of a new Bereaved Partner regular payment, before the end of the 2021 calendar year.

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