



Business Services Authority

NHS Business Services Authority

England Infected Blood Support Scheme

Annual Report 2024 - 2025

EIBSS Annual Report 2024 - 2025

Contents

NHS Business Services Authority	1
England Infected Blood Support Scheme	1
Annual Report 2024 - 2025	1
Introduction	3
Financial Support	3
Other Support	5
Beneficiary Volumes	5
Payment rates 2024 – 2025	6
Engagement	7
EIBSS Structure	7
Performance Summary	8
Applications	9
HIV & Co-infected	11
Appeals 2024 – 2025	12
Finance	13
Interim Compensation Payments	13
EIBSS Discretionary Payments	13
EIBSS Total Expenditure	13
2025 - 2026 Forward View	16

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 Infected Blood Payments Service area of the Citizen Services directorate. 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, 1980s and early 1990's. The scheme also provides support for their families, including spouses, parents, children, and dependents.

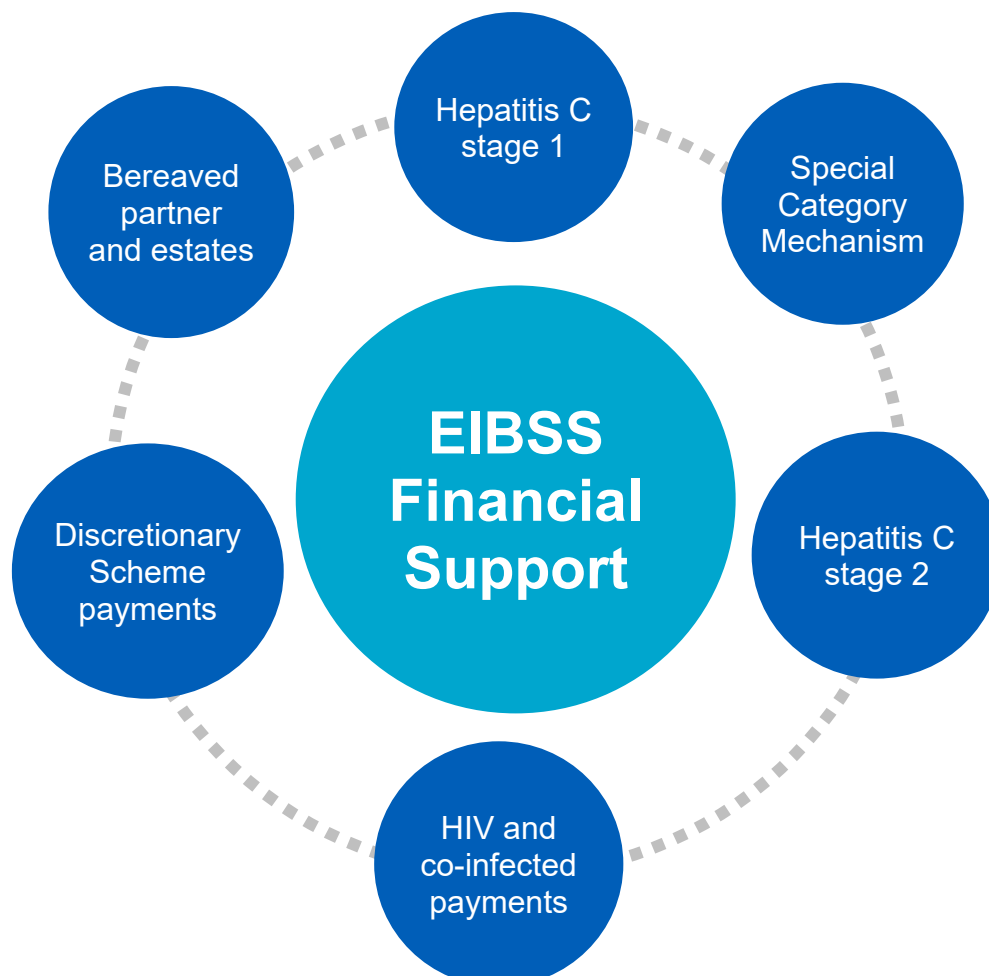
The scheme recognises that individuals living with hepatitis C and/or HIV face extra costs.

Financial support is available for:

- New successful 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 with NHS blood, blood products or tissue.

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

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

Bereaved Partner Payments - In the event of a death of a registered Infected 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 within 6 months of the death.

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.

Other Support

Welfare Advice

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

Talking therapy support

Being infected with hepatitis C or HIV from blood or blood products may have affected you and your family members in different ways. This may include having an impact on your psychological wellbeing or mental health.

Support is available through talking therapies, also known as psychological therapies, our website contains more information about [Talking therapy support](#).

Beneficiary Volumes

There are 3,868 people registered for support through the scheme.

This is broken down into the following groups (*Data valid on 01.04.2025*).

Beneficiary Group	Number of Beneficiaries registered
Hepatitis C stage 1	1,450
Special Category Mechanism (SCM)	525
Hepatitis C stage 2	548
HIV	64
Co-infected (stage 1 and HIV)	75
Co-infected (SCM and HIV)	79
Co-infected (stage 2 and HIV)	54
Carers & Dependents	221
Bereaved Partner	852

Payment rates 2024 – 2025

Annual payments

Between 1 April 2024 to 31 March 2025 EIBSS processed annual payments for registered Beneficiaries and their Bereaved Partners. The levels of payments paid in 2024 - 2025 are shown in the table below and increase annually in line with the Consumer Price Index.

Payment Type	Annual Payments
Hepatitis C (stage 1)	£22,905
Hepatitis C (stage 1) with SCM	£34,736
Hepatitis C (stage 2)	£34,736
HIV	£34,736
Co-infected with HIV and Hepatitis C (stage 1)	£47,150
Co-infected with HIV and Hepatitis C (stage 1) with SCM	£54,590
Co-infected with HIV and Hepatitis C (stage 2)	£54,590

NHSBSA pays annual payments on a monthly or quarterly basis. All new Beneficiaries are paid monthly. Additionally, Bereaved Partners receive a 100% equivalent payment for the first 12 months, then payment levels decrease to 75% on an ongoing basis.

Furthermore, to the annual payments above, a separate winter fuel payment is also made in December each year. For 2024 – 2025, the winter fuel payment was £659.

Lump Sum payments

A one-off non-discretionary lump sum payment of £50,000 was paid 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.

Engagement

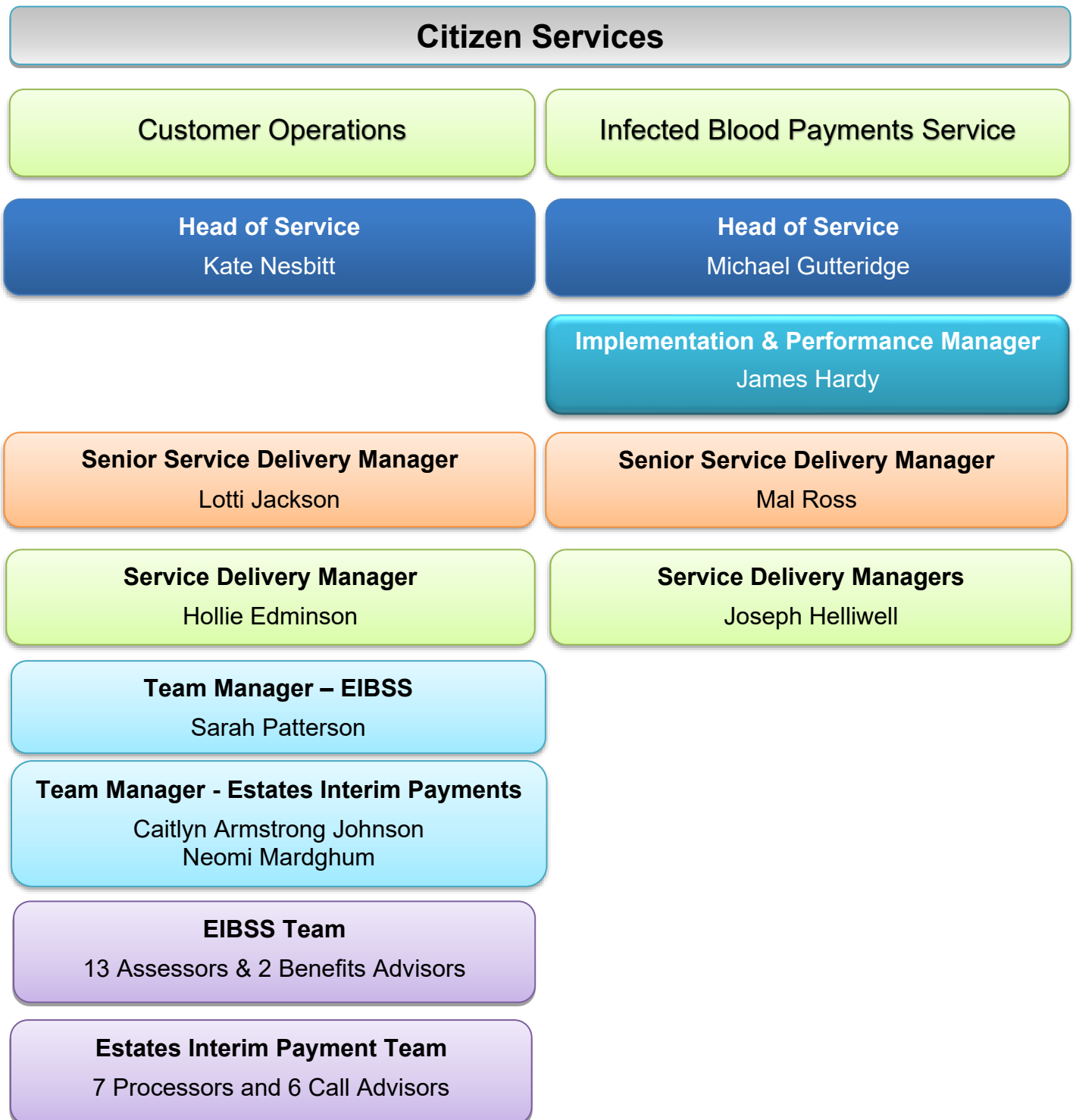
Stakeholder Engagement

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

Beneficiary Engagement

NHSBSA continued to hold Beneficiary focus groups online and in-person, with the aim of updating Beneficiaries and improving the scheme. All Beneficiaries were welcome to attend, submit questions and participate in the focus groups.

EIBSS Structure



Performance Summary

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

Service Delivery 2024 – 2025

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%	95.72%
Correspondence	Beneficiary correspondence responded to within 10 working days (this should be full response)	100%	98.00%
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	90%	100%
Complaints	Stage 2 complaints responded to within 15 working days. This should be a full response to the complaint	97%	100%
Applications	New applications acknowledged within 5 working days, so the Applicant knows the application has been received	100%	96.59%
Applications	New applications processed to completion within 30 working days	90%	78.73%
Appeals	Appeals processed and completed within 60 working days	90%	81.20%

The England Infected Blood Support Scheme (EIBSS) met or exceeded targets for **5** out of **9** of the service KPIs in 2024 - 2025.

The missed KPIs resulted from a substantial increase in correspondence, applications, and appeals following the Government's announcement that new and change-of-status applications would close on 31 March 2025.

Correspondence Received

During 2024 - 2025 the EIBSS received **14,056** items of Beneficiary correspondence (post and email) and responded to **13,599** or **96.75%** within the 10-day KPI. This included MP correspondence on behalf of Beneficiaries. This increased from **9,473** items, which represents a **48.37%** increase since 2023 - 2024.

The NHSBSA complaints policy also covers the EIBSS. During the year 2024 – 2025 the EIBSS received 30 complaints under this policy, and all were resolved within agreed timescales. This was a reduction from 40 complaints made in the previous year.

Applications

Application Process

Applications for each of the support elements could be made by downloading the appropriate application form or by contacting the EIBSS support team.

Appeals Process

An applicant could appeal if they disagreed with the outcome of their application to EIBSS. Appeals were 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.

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

Received

In 2024–2025, EIBSS received **994** applications, a **210%** increase (**673** additional applications) compared with the previous year's total of **321**.

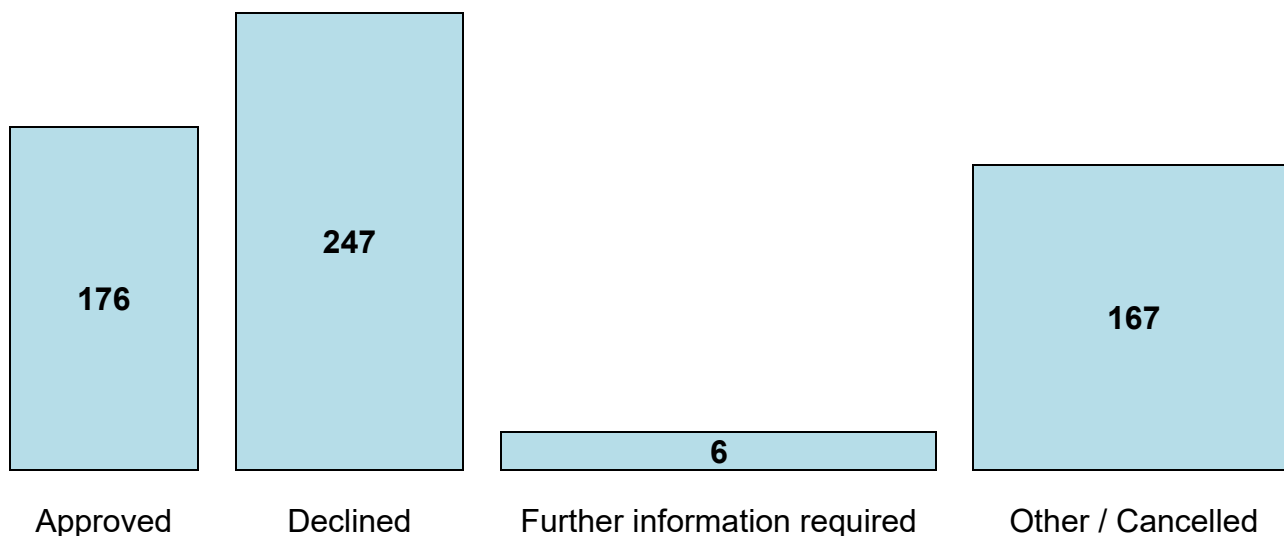
Please note that where there are less than **5** applications, we are unable to provide the exact number for data protection purposes.

Application Type	Applications received
Hepatitis C stage 1 payments	720
Special Category Mechanism (SCM) payments	44
Hepatitis C stage 2 payments	119
HIV & Co-infected payments	111

Outcomes

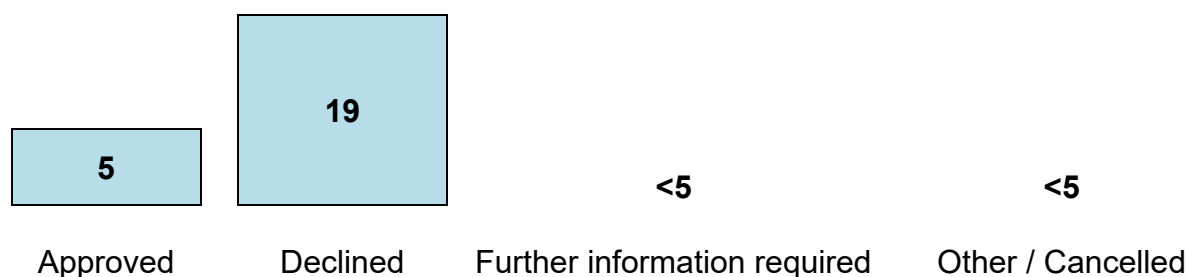
The total number of application outcomes below will differ from the number of applications received, shown in the table above. This difference is due to the application being received in one financial year and the related outcome being provided in the next financial year.

Hepatitis C Stage 1



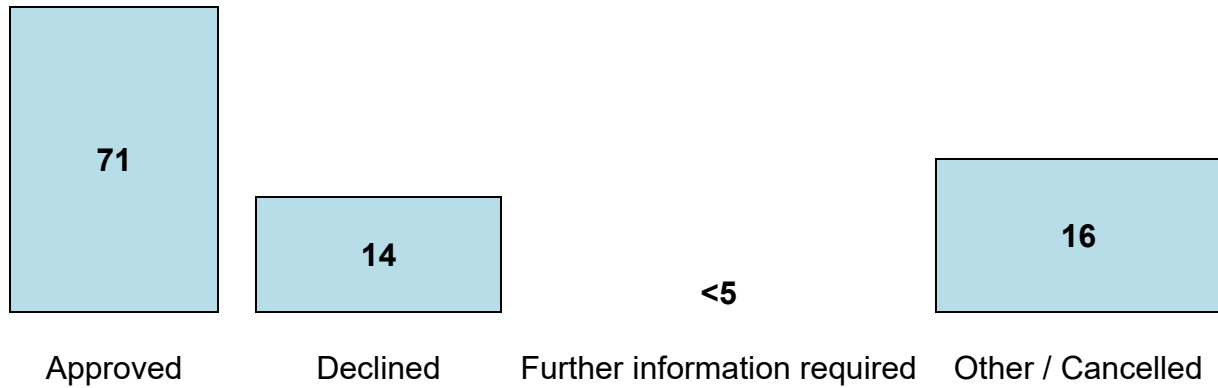
- Declined Applications - The main reason was a lack of evidence/proof to support the applications.
- Further information required - EIBSS are still awaiting additional information from the applicants.
- Other / Cancelled – Applications which were either cancelled, superseded by another application,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

Special Category Mechanism (SCM)



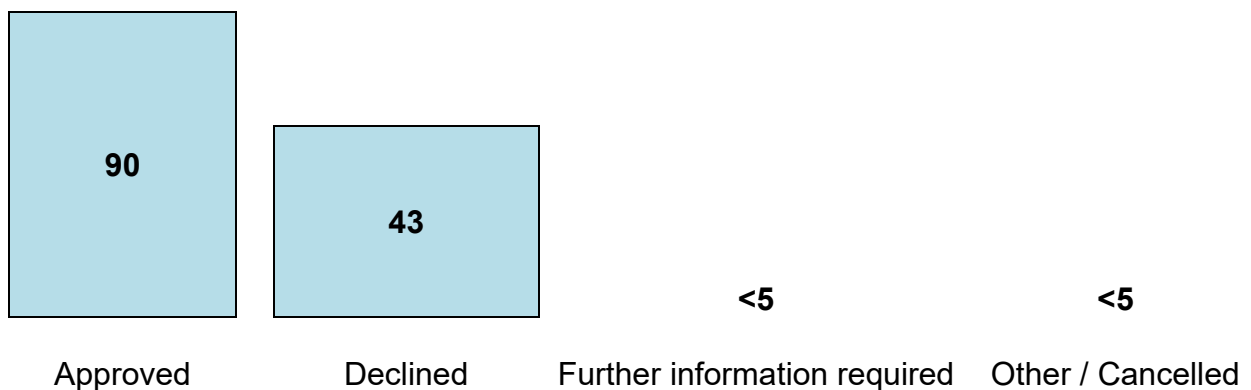
- Declined Applications - The main reason was a lack of evidence/proof to support the applications.

Hepatitis C Stage 2



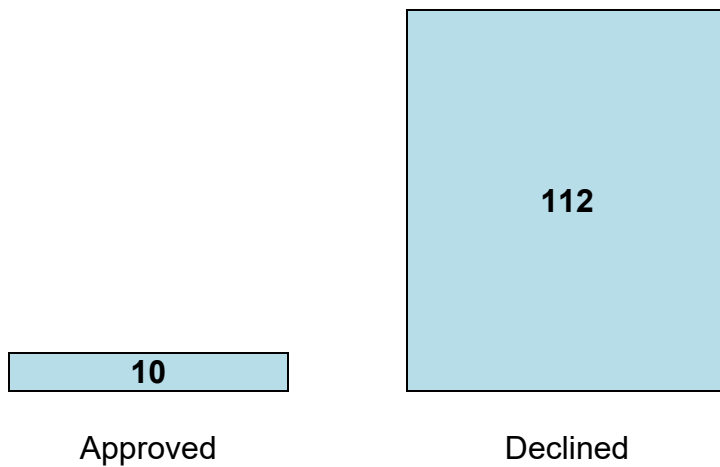
- Declined Applications - The main reason was a lack of evidence/proof to support the applications.
- Other / Cancelled – Applications which were either cancelled, superseded by another application, or have gone to appeal.

HIV & Co-infected



- Declined Applications - The main reason was a lack of evidence/proof to support the applications.
- Other / Cancelled – Applications which were either cancelled, superseded by another application, or have gone to appeal.

Appeals 2024 – 2025



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

Application Type	Appeals Approved	Appeals Declined
Hepatitis C stage 1 payments	7	88
Special Category Mechanism (SCM) payments	<5	<5
Hepatitis C stage 2 payments	<5	<5
HIV payments	<5	20

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

Finance

Interim Compensation Payments

In 2024 – 2025, the NHSBSA have continued to make Interim Compensation Payments of £100,000 and £210,000 to all eligible Beneficiaries and Estate representatives.

This compensation payment is separate to any infected blood support payment, and therefore, is included here for information only, and is not included in any other part of this report.

Interim Compensation Payments	
Payment Type	Total
Interim Compensation - £100,000 per Infected beneficiary	£23,500,000
Interim Compensation - £210,000 per infected beneficiary	£607,530,000
Interim Compensation - £100,000 per Estate Executor	£31,900,000
Legal & Probate Fees	£2,813

EIBSS Discretionary Payments

Discretionary payments include 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.

EIBSS Total Expenditure

EIBSS administered the following payments in 2024 – 2025

Total EIBSS Expenditure for 2024 - 2025	
Payment Type	Total
Non-Discretionary Payments	£103,389,745
Discretionary Payments	£1,678,882
Lump Sum, Bereaved Partner & LEAP Payments	£23,993,650
Total	£129,062,277

Non-Discretionary Payments 2024 - 2025	
Payment Type	Total
Regular Hepatitis C Stage 1	£32,440,922.89
One-Off Hepatitis C Stage 1	£12,593,284.24
Regular Special Category Mechanism (SCM)	£18,514,288.26
One-Off Special Category Mechanism (SCM)	£7,434.85
Regular Hepatitis C Stage 2	£18,821,667.77
One-Off Hepatitis C Stage 2	£3,075,297.01
Regular HIV	£2,350,469.28
One-Off HIV	£1,924,997.02
Regular Co-infected (HIV & Stage 1)	£3,713,062.52
One-Off Co-infected (HIV & Stage 1)	£9,150.25
Regular Co-infected (HIV & Stage 2)	£2,956,958.41
One-Off Co-infected (HIV & Stage 2)	£0
Co-infected (HIV & SCM) Backdated	-£4,263.50
Regular Co-infected (HIV & SCM)	£4,544,331.90
Annual Winter Fuel	£2,442,144.59
Total	£103,389,745.49

Discretionary Payments 2024 - 2025	
Payment Type	Total
Adaptions to accommodation	£7,520
Bereaved Payment	£540,000
Car repairs	£13,421
Child supplement	£363,400
Child supplement backdated	£67,000
Counselling	£109,208
Dental	£10,475
Focus Group Expenses	£7,635
Funeral grant	£257,893
Funeral plan	£88,973
Further counselling	£36,135
Hospital travel costs	£6,849
Household repairs	£84,158
Income Top-up	£2,400
Mobility Aids & Equipment	£20,250
Motability deposit	£500
Pre-Payment Certificate (PPC)	£27,341
Respite break	£17,680
Specialist bed and mattress	£10,248
Training	£7,796
Total	£1,678,882

Bereaved Partner Payments 2024 - 2025	
Payment Type	Total
Bereavement Lump Sum	£10,000
Bereaved Partner Backdated Lump Sum	£5,789
Bereaved Partner - Hepatitis C Stage 1	£3,141,345
Bereaved Partner - Hepatitis C Stage 1 (Backdated)	£143,036
Bereaved Partner - Hepatitis C Stage 1 (Protected)	£8,025
Bereaved Partner - Hepatitis C Stage 1 (Lump Sum)	£60,000
Bereaved Partner - SCM	£644,273
Bereaved Partner - SCM (Backdated)	£43,420
Bereaved Partner - Hepatitis C Stage 2	£8,983,308
Bereaved Partner - Hepatitis C Stage 2 (Backdated)	£221,571
Bereaved Partner - HIV	£2,755,718
Bereaved Partner - HIV (Backdated)	£68,018
Bereaved Partner - HIV & Stage 1	£3,022,686
Bereaved Partner - HIV & Stage 1 (Backdated)	£23,718
Bereaved Partner - HIV & SCM	£109,239
Bereaved Partner - HIV & SCM (Backdated)	£4,549
Bereaved Partner - HIV & Stage 2	£4,645,090
Bereaved Partner - HIV & Stage 2 (Backdated)	£26,578
Estate Bereaved (Lump Sum)	£77,287
Total	£23,993,650

2025 - 2026 Forward View

The EIBSS closed to new applications for those who were historically infected by HIV and/or hepatitis C through NHS supplied blood or blood products during the 1970s, 1980s and early 1990's on 31 March 2025.

We continue to work closely with the newly established Infected Blood Compensation Authority (IBCA) to ensure all beneficiary records are shared monthly, and to support in the settlement of compensation payments for those who decide to accept a one-off 'core' compensation payment, and must subsequently be deregistered from the EIBSS scheme.

The EIBSS are also making Interim Compensation payments on behalf of the UK Government to representatives where the estate of a registered infected deceased beneficiary has not been previously recognised.