



WIBSS NEWSLETTER

April 2023

WELFARE RIGHTS

ENERGY COSTS

At WIBSS we appreciate that the current cost of living crisis may be having an impact on our beneficiaries. We recognise that due to ongoing health conditions, the impact may affect some more than others.

We have, therefore, compiled some information around current energy grants and water savings, which may be available to you.

The Welfare Rights Team are happy to discuss your own personal circumstances and investigate what help may be available for you. Please contact us on 02920 902280 or wibss@wales.nhs.uk.

IF YOU OWN YOUR HOME OR RENT FROM A PRIVATE LANDLORD (NOT COUNCIL OR HOUSING ASSOCIATION)

Is your home hard to heat? You could be eligible for home energy efficiency improvements at no cost to you.

The Nest scheme is part of Welsh Government Warm Homes. Nest install free boilers, central heating systems and insulation to help households on low incomes to keep warm and reduce the cost of their energy bills, alongside tailored energy advice.

You could be eligible for free energy efficiency improvements if:

- You own your home or rent from a private landlord (not Council or Housing Association)

CONTACT US

Contact WIBSS on

02920 902280 or email
wibss@wales.nhs.uk

If your call is not answered, please leave a message with your name and a contact number and we will phone you back promptly.

For Psychology and

Wellbeing please email:
wibss.wellbeing@wales.nhs.uk.

Recent Contact

We take your personal information seriously.

If you are in any doubt about the origin of a letter requesting your personal data, that appears as though it is from WIBSS, please contact us on our direct line, **02920 902280**.

- Your home is energy inefficient and expensive to heat
- You or someone you live with receives a means tested benefit **OR** has a chronic respiratory, circulatory, or mental health condition **and** an income below defined thresholds.

If you are eligible, Nest will recommend a package of energy efficiency improvements at no cost to you. These improvements will make your home warmer and save you money on your energy bills.

If you wish to find out more call Nest on Freephone 0808 808 2244 (Mon-Fri 9am-6pm) or visit please visit www.nest.gov.wales and request a call back. Nest advisors will ask you some questions about your property and the benefits you receive, so please make sure you have your benefit award letter and, if applicable, your landlord details to hand when you make the call.

If you wish to apply, and want help completing the application, or if you have any questions first - as a WIBSS beneficiary, you have access to your own dedicated welfare rights service. Contact us on wibss@wales.nhs.uk or 02920 902280, option 2 and we will be happy to help you. We can clarify what health conditions and income thresholds are eligible, if you do not receive a means tested benefit.

WATER RATES – WELSH WATER

WATERSURE WALES

If you are on certain benefits, have a water meter (or opt in to have one) and use a lot of water because you either have a medical condition or three or more children aged under 19 for whom you claim Child Benefit, you may be able to get help from the WaterSure scheme.

Crucially the eligible benefits are not all means tested. So, if you receive Attendance Allowance (AA), Disability Living Allowance (DLA) or Personal Independence Payment (PIP) you can also apply, providing you (or someone in your household) has a medical condition that requires additional water.

Common examples include;

- Desquamation (flaky skin disease)
- Weeping Skin (eczema, psoriasis, varicose ulceration)
- Incontinence
- Abdominal Stoma
- Crohn's Disease
- Renal failure requiring home dialysis (except where the health authority contributes to the cost of the dialysis)

- If your condition is not listed here, but still requires a significant amount of water, you may provide information in your application.

WaterSure caps your annual metered bill amount, so you won't pay over a certain amount for the year, no matter what your actual consumption is.

The Bill Cap - WaterSure Wales charge from 1 April 2023 to 31 March 2024 is £403.31 (£166.32 for water, £236.99 for sewerage).

WELSH WATER HELPU TARIFF

The HelpU tariff helps low-income households by putting a cap on the amount you have to pay for your water. **The annual HelpU charge is £291.30 (£124.01 for water, £167.29 for sewerage, you will need a water meter (or opt in to have one),** someone in the household must receive at least one means-tested benefit and the combined annual household income must be on or under the threshold.

HOUSEHOLD SIZE	INCOME THRESHOLD
1	£9,700
2	£14,600
3+	£16,100

To apply for either of these Water Reduction schemes:

- ❖ Visit www.dwrcymru.com/en/support-with-bills/watersure-tariff (WaterSure tariff) or
- ❖ www.dwrcymru.com/en/support-with-bills/helpu-tariff (HelpU Tariff)
- ❖ You'll need details of your income and benefits together with your Welsh Water Customer Reference Number - This can be found on your bill.

If you would like your dedicated WIBSS Welfare Team to answer any questions or complete this on your behalf, contact us on wibss@wales.nhs.uk or 02920 902280, option 2 and we will be happy to help you.

FINANCE

2ND INTERIM REPORT

The 2nd interim report of the Infected Blood Inquiry was published on 5th April 2023. Please see the link below.

<https://www.infectedbloodinquiry.org.uk/news/second-interim-report-published>

The report link is also on the front page of the WIBSS website.

The Welsh Government has welcomed the inquiry's interim report and will consider it carefully. They will work closely with the UK Government and the other devolved administrations to take forward the development of a compensation scheme.

The Wales Infected Blood Support Scheme will continue to provide regular payments and support to people infected with HIV or Hepatitis C and their families.

NEW RATES 23/24

You should all have had your uplift letters now, advising you of what your rate will be from 1 April 2023. If you have not received your letter yet or require anything further, please get in touch with the finance team.

Please see table below laying out the new rates.

Ongoing Payments	WIBSS Rates From April 22/23	Rate at 75% for Bereaved partners/spouses	WIBSS Rates From April 23/24	Rate at 75% for Bereaved partners/spouses
Hep. C Stage 1	£19,498	£14,624	£21,467	£16,100
Hep. C Stage 1 + (enhanced support)	£29,569	£22,177	£32,555	£24,417
Hep. C Stage 2	£29,569	£22,177	£32,555	£24,417
HIV	£29,569	£22,177	£32,555	£24,417
Hep. C Stage 1 and HIV (co-infected)	£40,135	£30,101	£44,189	£33,141
Hep. C Stage 2 and HIV (co-infected)	£46,469	£34,852	£56,162	£38,372
Hep. C Stage 1 + (enhanced support) and HIV (co- infected)	£46,469	£34,852	£56,162	£38,372
Winter Fuel	£561	£561	£618	£618

