

## **FAQs- Self-isolation payments**

### **Who is eligible?**

#### **The main scheme**

The 'main' Test and Trace Support Payment is for people who live in England and

- have been told to self-isolate by NHS Test and Trace or the NHS COVID-19 app because they have tested positive for COVID-19

**or**

- have been told to self-isolate by NHS Test and Trace or the NHS COVID-19 app because they have been identified as a close contact of someone who has tested positive, and are not fully vaccinated

**and**

- have responded to message from NHS Test and Trace and have provided any legally required information, such as details of their close contacts
- are employed or self-employed
- are unable to work from home and will lose income as a result of self-isolating
- are currently receiving, or are the partner in the same household as someone who is receiving, at least one of the following benefits

- Universal Credit
- Working Tax Credit
- Income-related Employment and Support Allowance
- Housing Benefit
- Income Support
- Income-based Job Seeker's Allowance
- Pension (Guarantee) Credit

#### **The Discretionary scheme**

If you are not eligible under the main scheme, you may be eligible under the discretionary scheme.

The qualifying criteria are the same as for the main scheme, apart from being in receipt of one the qualifying benefits. You will need to meet one of the following criteria:

- You have no recourse to public funds
- You are in receipt of Personal Independence Payment (PIP) or State Retirement Pension
- You have applied for one of the benefits listed above and are waiting to hear
- You have been refused one of the above benefits but have appealed
- You are in receipt of Council Tax Support

- You are on a low income, defined as a gross annual salary of less than £23,000, or a net profit of less than £23,000 if self-employed

## **Parents/guardians**

From 8 March 2021, parents or guardians who have had to take time off work to care for a child under 16 or young person aged under 26 who has an Education, Health and Care Plan (EHC) in place can claim a payment where:

1. That child or young person has been told to self-isolate by either:
  - a. NHS Test & Trace,
  - b. The education establishment that the child or young person attends or,
  - c. The care setting that the child or young person attends.

and

2. The person making the claim satisfies all of the criteria for an award listed under the main or discretionary scheme, other than the requirement that they, themselves, have been required to self-isolate.

Please note your application will be checked with your child or young person's education or care setting, and this process may take longer during school holidays.

Your application should be submitted within six weeks (42 days) of the first date of your or your child's isolation period. It's important to provide all the information and evidence asked for.

Please note: If you are self-isolating yourself then please do not claim as being a parent or guardian of a young person who is self-isolating but make a claim in your own right

## **Who is not eligible?**

You will not be eligible for the scheme if you:

- Are quarantining after travelling abroad (unless you test positive during the 14-day quarantine period)
- Have not received notification from NHS Test and Trace to self-isolate
- Continue to receive full wages while you self-isolate
- Have been furloughed
- Can work from home during self-isolation
- Have savings of more than £10,000 (discretionary scheme only)

## **Can I apply if I have been furloughed?**

Applicants whose income is lower than normal because they are furloughed are not eligible under the scheme. The Test and Trace Support Payment is for people facing a reduction in income because they cannot work while self-isolating.

### **How much is the payment?**

You may be supported by a lump sum payment of £500.

### **Will this payment be taxed?**

This payment will be subject to income tax. It will not be subject to National Insurance contributions.

### **Will the self-isolation payment affect other benefits entitlement, like Housing Benefit and Universal Credit?**

No, these payments will be disregarded when calculating entitlement to other benefits.

### **How long will this be in place for?**

The scheme will run to 30 September 2021..

### **When should I apply?**

Eligible individuals can make a claim up to 42 days from the **first** day of their period of self-isolation.

### **Can different members of the same household apply?**

People in the same household can each make an individual application to receive the payment, if they each meet the eligibility criteria.

### **Can one person make multiple claims?**

Someone can claim more than once (if they are told to self-isolate multiple times) as long as they meet the eligibility criteria for each individual claim and their periods of self-isolation do not overlap.

### **Can I help someone else make an application or make an application on their behalf?**

You can help someone else fill out an application or fill out an application on their behalf. You cannot receive payments on behalf of someone else.

### **How do I apply?**

To apply, please complete our form [here](#). If you need help with your application, please call 020 8379 1000. Choose option seven, then three and an agent will help you make the claim.

Before you ring you should make sure you have

- your 8-digit Test and Trace ID number
- your National Insurance number
- your most recent bank statement

### **What documents do I need to provide?**

You will be asked to upload the following:

- A notification from NHS Test and Trace asking you to self-isolate;
- Proof of receipt of one of the qualifying benefits;

- A bank statement; and
- Proof of your employment or, if you are self-employed, evidence of your self-assessment returns, trading income and proof that your business delivers services which cannot be undertaken without social contact.

If you are applying under the discretionary scheme, you will also be required to upload evidence that you have applied for one of the qualifying benefits, have appealed against a decision not to award you one of the qualifying benefits, or of your No recourse to public funds.

### **If I am eligible, when will I get paid?**

If eligible, we aim to make payment within 3 working days of receiving your application, provided that you have provided all the supporting documentation needed. Please note it may take a further 3 working days before the payments reaches your bank account.

### **What if I am overdrawn?**

Banks are not allowed to use any benefit to repay an overdraft. You can protect your payment by telling your bank what the money should be used for. This protection is called a 'first right of appropriation of funds order' which you can use for any money paid into your account.

### **How do I request a first right of appropriation order?**

You should write to your bank at least seven days before your payment is due. You can find a template to write to your bank [here](#).