

# Test and Trace Support Payment scheme

## Key messages on the Test and Trace Support Payment:

- This scheme is for England only.
- If you are on a low income and can't work from home while you have to self-isolate, you may be entitled to a payment of £500 from your local authority under the Test and Trace Support Payment scheme.
- This is for individuals who have been asked to self-isolate by NHS Test and Trace on or after 28 September 2020 or identified as a close contact by the NHS COVID-19 App from 10 December 2020.
- The Test and Trace Support Payment scheme will run until 31 January 2021.
- You can check the eligibility criteria [here](#).
- If you live in England, you should contact your local authority to find out how to apply. You can use [this search tool](#) to find the application page for your unitary authority or district council.

## Key messages on self-isolation:

- If you have coronavirus symptoms, you must stay at home and begin to self-isolate for 10 days from when your symptoms started. You must also book a coronavirus test at one of our testing sites or for home delivery.
- People identified as having been in close contact with someone who has tested positive will be contacted by Test and Trace and told to stay at home for 14 days from the point of that contact, even if they do not have symptoms.
- If you have been notified via the NHS COVID-19 App, you can refer to the countdown timer in the app to understand how long you should self-isolate for.
- This virus is difficult and deadly, with millions of people carrying the virus but not displaying symptoms. That's why it is vital that you stay at home for the full self-isolation period advised by NHS Test and Trace, even if you feel well.
- Self-isolation means not leaving your home for any reason - even for exercise, food shopping or collecting medication. This will minimise the risk that you unknowingly spread the virus to others and help protect your friends, family, colleagues and community.

## Key messages on the support available to those self-isolating

- To ensure that people understand why they need to stay at home and are able to do this, NHS Test and Trace is working with local authorities to offer support to those who need it most.
- From support payments to food packages, NHS Test and Trace and local authorities are working together to identify those in need of support more quickly and easily. This will

help ensure that no one has to make the choice between working to feed their family and staying home to stop the spread of coronavirus.

- The police also have the power to investigate and fine those who do not follow the rules without a valid reason. This includes employers who do not allow staff to stay at home when they have been told to self-isolate.

### **How the process will work if you have been notified to self-isolate via the NHS COVID-19 App**

- To apply for the NHS Test and Trace Support Payment, you'll need to register with NHS Test and Trace and provide your local authority with an NHS Test and Trace Account ID. This is an 8-digit code that is sometimes also referred to as a CTAS number. If you test positive for coronavirus, or are told to self-isolate by contact tracers, you will be provided with the Account ID ready to take to your local authority.
- Anyone who receives notification of a positive test result (including app users who initially report their symptoms through the app and are referred on to the test booking system) will be able to apply for the Test and Trace Support Payment, if they meet the other eligibility criteria. When someone receives a positive test, they are legally obligated to self-isolate and will be provided their NHS Test and Trace ID via the email and mobile number they provide when ordering the test.
- Individuals will not be eligible for the payment while they wait for a test, nor if they test negative. We are continuing to expand testing capacity in order to meet increases in demand. This will minimise the time that people have to wait for test results. It would be impracticable to offer financial support to everyone self-isolating because they have symptoms.
- If the NHS COVID-19 App has told you to self-isolate because you've been in close contact with someone who has tested positive for coronavirus, you will need to follow some steps to request your Account ID. This is because the app is anonymous, so you need to register with NHS Test and Trace by following a link in the app. You must do this while you are in your self-isolation period. You cannot request your Account ID after you've finished self-isolating.
- To start the process, select '**Financial support**'. This button appears on the home screen of the app when you've been told to self-isolate because you've been in close contact with someone who has coronavirus.
- You'll be taken to a website which will ask you for some information to check whether you could be eligible. None of the information you provide will be passed back to the NHS COVID-19 App. The app is designed to protect your privacy and does not know who or where you are.

- If your answers show that you may be eligible for the NHS Test and Trace Support Payment, there are 4 steps to apply for the payment.

#### **Step 1 - Confirm who you are with NHS login**

- You need to log in or register with NHS login so we can check who you are. If you are registering, you will receive a confirmation link in an email. When you read the email, make sure you keep the existing screen open so that you can continue to the next step.

#### **Step 2 - Enter personal details**

- You will be asked to enter your name so that NHS Test and Trace can carry out some checks. None of your personal details will be given to the app.

#### **Step 3 - Register with NHS Test and Trace**

- You will get an email and text message from NHS Test and Trace within one hour. Communication hours are between 7.30 am to 8.30 pm. If you register outside of these hours, there may be a delay in receipt of the email or text message until opening hours resume. Read about what to do if you have not received this email or text message.
- These messages will include a link which you need to follow to complete your registration with NHS Test and Trace. You must do this while you are still in your self-isolation period. You will not be able to apply for the NHS Test and Trace Support Payment without completing this step.
- Once you have completed your registration, you will receive a final confirmation email and text message from NHS Test and Trace. You will then be subject to the legal obligation to self-isolate

#### **Step 4 - Apply to your local authority**

- Once you have received this second email or text message with your NHS Test and Trace Account ID, you can apply for the NHS Test and Trace Support Payment from your local authority. You can apply to your local authority up to 2 weeks after your self-isolation period has ended. Receiving an NHS Test and Trace Account ID does not necessarily mean you will be eligible for the NHS Test and Trace Support Payment. **You must request the Account ID during the self-isolation period.** Once you have this, you can claim up until 14 days after your self-isolation period ended.
- Your local authority may also ask you to provide additional evidence to prove your eligibility.

#### **Social media assets**

- Test and Trace Support Payment Scheme Pictures and videos available in the [Self-isolation social media asset bank](#)
- More coronavirus assets available to download: <https://coronavirusresources.phe.gov.uk/>

## **Social media lines**

- To ensure that people understand why they need to stay at home and are able to do this, NHS Test and Trace is working with local authorities to offer support to those who need it most.
- You can now apply for a payment of £500 under the Test and Trace Payment Support Scheme provided you have been notified by contact tracers or the app to self-isolate and that you meet the eligibility criteria.
- From financial payments to food packages, NHS Test and Trace and local authorities are working together to identify and help those in need of support while self-isolating.
- Find out if you could be eligible and how to apply [here](#).

## **Example Case Studies: Eligibility**

The following case studies have been drafted to provide examples of people who are eligible for the scheme and have been helped to date.

### **Case Study 1**

Mrs D is 56 years old with a disabled partner who cannot work. Mrs D works 30 hours a week and receives Working Tax Credit.

Mrs D was a contact of someone who had tested positive for Covid 19 and was contacted by NHS Test and Trace and was advised to self-isolate from the 4.11.2020. Mrs D applied for a Test and Trace support payment on the 11.11.2020 and was notified that she had been awarded a payment on the 12.11.2020.

Mrs D cannot work from home and is receiving statutory sick pay as a result of self-isolating and was concerned about being able to manage financially. Mrs D said that she heard about the payment from watching Matt Hancock on the television. Mrs D decided to apply for the payment and was really pleased that she received such a quick response to her application and has said that this meant that she can isolate for the required period and not go into work. Mrs D informed us that receiving the support payment was a huge relief and now means she doesn't have to worry about paying her bills.

### **Case Study 2**

Miss A is a 53-year-old single parent of 1 child and is self-employed and receives Working and Child Tax Credit.

Miss A tested positive for Covid 19 and was contacted by NHS Test and Trace and was advised to self-isolate from the 6.11.20. Miss A applied for the Isolation Support payment on the 13.11.2020 and was notified of the award of the payment on the 16.11.2020.

Due to the nature of Miss A's business it cannot be conducted if she is self-isolating and her earnings stopped, and she had no income. Receiving the positive result and realising that she would be left without any income had a huge impact on her. The text messages Miss A received after her positive test gave details of the Isolation Support payments and once she looked into this and understood that the support payment was available to her made a huge difference to her wellbeing and peace of mind.

Miss A made her application as soon as she was well enough and thanked us for the speedy response.

### **Case study 3**

Father of 6, working as a prison officer on a probationary basis which was extended as a result of having to self-isolate.

Income has reduced to nil, does not qualify for Statutory Sick Pay, no savings.  
no claim for WTC or other qualifying benefits from customer.

"I started working as a Custodial Care Officer on the 16th March 2020. The last day I worked before isolating was 23rd October 2020. I work 14-hour shifts, so even missing one shift because of the virus affects my pay dramatically and have missed 7 shifts due to COVID 19. I have a family of eight at home that I support with my wage and pay all the bills with. We are already in debt and pay monthly and would not be able to pay them or the bills and with Christmas and birthdays all over November, December and January. I would struggle to pay the rent never mind anything else. This payment is more than just needed. I have no savings whatsoever and struggle every month as it is. I will not receive any sick pay for my time

in isolation as my probation for the company I work was extended from six months to nine months with is due to end on 16th December. I am on a 42 hour a week contract.”