

Frequently asked questions

Who is responsible for making the payments?

Local authorities are delivering these payments and costs are being reimbursed by the UK Government.

How long will this be in place for?

The scheme will run until Summer 2021.

How will the application process work and what evidence is required?

People should apply online using our digital application form at: www.herefordshire.gov.uk/isolationpayment

Are those advised to self-isolate by the NHS Covid-19 app eligible?

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. You must have been allocated a unique 8-digit reference from Test and Trace in order to apply.

What about people who have had to self-isolate in the past?

This is a scheme which is available to anyone who self-isolates from 28 September 2020. Individuals who have self-isolated when asked to have played a critical role in controlling the virus, and protecting their friends and family. This is a measure designed to support those who are facing severe financial hardships and who are in the most vulnerable situations.

How will you combat fraud and people who repeatedly claim this payment?

All applications will be verified and any applications of this nature will be taken very seriously. Individuals who are found to have committed fraud (or to have attempted to do so) will be prosecuted. Local authorities also have the right to recoup money, taking any necessary recovery action.

What if someone is working illegally?

Anyone applying for this scheme will need to demonstrate evidence of employment. Where it is suspected that someone applying for the payment is working illegally, the council will escalate the matter to the police.

If I am waiting for a test, can I claim the payment?

Only if you have been identified as a close contact of somebody who has tested positive and instructed to isolate by NHS Test and Trace. You must have been allocated a unique 8-digit reference from Test and Trace in order to apply.

Can I apply if I am currently furloughed?

No

Can I apply if I am currently on Statutory Sick Pay (SSP)?

Yes you can and you may also be entitled to Universal Credit - to apply visit www.gov.uk/apply-universal-credit

Is there a minimum number of hours a week people must work in order to apply?

No

Will the payments be pro-rata for people in part-time jobs?

No

Can I apply if I have a zero hours contract?

Yes, provided you meet the criteria.

Can you claim for every period of self-isolation?

Yes. Applicants will be able to claim more than once if they meet the eligibility criteria on more than one occasion. The periods of isolation must not overlap and must not be 2 consecutive periods with no break in isolation. An individual NHS test and trace number must be provided for each application.

Can I apply on behalf of someone else (i.e. a friend or relative)?

Yes, if the applicant is unfit to apply themselves. You will also still need to supply the relevant evidence on their behalf and this will be verified with the applicant. Payment can only be made into the bank account of the person isolating.

Will everyone in a household be eligible to apply or only one person?

All those who meet the criteria set out must apply individually. Members of the same household can also apply provided they meet the criteria. Each member must have an individual NHS test and trace number.

Are students eligible?

Universities have been given over £250m in addition to their existing hardship funds to help students through the Coronavirus pandemic. If the university is unable to assist financially then students can apply provided, they meet the criteria.

Are children eligible for this payment or can I receive this payment for my children in addition to myself?

You can apply if you are the parent/guardian of a child or young person and meet the criteria. Please see our separate 'Frequently Asked Questions Guide for Parents/Guardians' on our website.

If my child is identified as a close contact of someone who has tested positive and advised to self-isolate, or has to self-isolate as they are part of a school bubble, am I eligible for this payment as I have to take time off work to look after them?

You can apply if you are the parent/guardian of a child or young person and meet the criteria. Please see our separate 'Frequently Asked Questions Guide for Parents/Guardians' on our website.

Will those who are shielding be eligible for the 'Test and Trace Support' payment?

Yes, provided you have been asked to isolate by NHS Test and Trace, have been given a unique 8-digit reference and meet the remaining eligibility criteria.

Will the scheme apply to those who are self-isolating because of a recent trip to a country not on the travel corridor list?

No. The scheme is for people on low incomes who cannot work from home. It is not for people returning from abroad, who are required to self-isolate as a result of having visited a country not on the travel corridor list. If however, you return from abroad and test positive and have a unique 8-digit reference, you can apply providing you meet the full criteria.

If I cannot work because of a local lockdown or the temporary closure of a workplace, am I eligible for this payment?

No, the payments are for people who have to self-isolate at home and will lose income as a result.

Which bank account will the money be paid in to?

The money must be paid in to the same bank account as the one submitted with the application. To validate your bank account details, we need to share relevant information you've given us with TransUnion. This will be used to ensure your Test and Trace Support Payment is paid to the correct bank account and to help prevent fraudulent use of the Test and Trace Support Payment Scheme.

What if I am overdrawn on my bank account?

You should talk to your bank if you are concerned about not being able to access this payment and you should explain that this is a Benefit payment. Banks are not allowed to use housing benefit, or any other benefit to repay an overdraft. You can protect your Test and Trace Isolation Payments by telling your bank it should only be used for essential living expenses such as rent or food etc. This protection is called a '**first right of appropriation of funds order**'.

Will the self-isolation payments be taxed?

Yes. these payments will be subject to income tax but not National Insurance contributions.

Can I have the application backdated?

You have 42 days to apply from the first day of your isolation period.

PLEASE NOTE: People quarantining will not be eligible unless they subsequently develop symptoms, test positive and meet all other eligibility criteria.