

Parent/Guardian of Children/Young People
Test & Trace Isolation Payments Scheme

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?

If a young person who is aged 25 or under with an Education, Health and Care Plan (EHC) and normally attends an education or childcare setting has received notification telling them to self-isolate from this app, they would be eligible if all the criteria is met.

What about children or young persons who have had to self-isolate in the past?

This is a scheme which is available to the parent/guardian of any child/young person who has to self-isolate from 8th March 2021. 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.

Can I claim if my child/young person is self-isolating with symptoms?

No. This extension is for parents and guardians whose child/young person is self-isolating because they have been identified as a close contact of someone who has tested positive for COVID-19.

If your child or young person subsequently tests positive for COVID-19, parents and guardians in the same household will be classed as household contacts and be required to self-isolate – meaning you can then claim for the payment in the usual way, provided you meet all the eligibility criteria.

Can I make a claim because I have had to take time off work because the education or care setting has closed?

No. You can only make a claim if you are taking time off work to look after a child or young person who is self-isolating because they have been identified as a recent contact of someone who has tested positive for COVID-19.

I usually work from home but have had to take time off to care for my child/young person, can I claim?

No. As with a normal application for a Test and Trace Support Payment or discretionary payment, applicants will need to prove that they have a job that cannot be undertaken from home.

I can't find the communication from the education or care setting advising that my child/young person must self-isolate?

You will need to contact the education or care setting to ask them to provide another communication confirming the request to self-isolate. We cannot accept an application without this. When this information is received, we will contact the education or childcare setting to confirm the situation.

My child/young person was self-isolating on 8 March 2021 but the self-isolation started before this date. Can I make a claim?

No. You can only apply if the first day of self-isolation was on or after 8 March 2021.

If my child/young person is waiting for a test, can I claim the payment?

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

If my child/young person is sent home for a day, can I get the payment?

Yes – if the child/young person has been told to self-isolate by NHS Test and Trace or by their education or childcare setting. If the child was at home awaiting a test result and then tested negative, you will not be eligible (just as a normal applicant for the standard Test and Trace support payment is not eligible if they stayed at home while awaiting a test result but were not told to self-isolate by NHS Test and Trace).

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.

Can I apply if I am currently furloughed?

No

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. The relevant evidence must be provided for each individual period of isolation.

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 child/young person's isolation period providing the first isolation day was on or after 8 March 2021.