

## FAQs

### **Is there a time limit to apply?**

Eligible individuals can make a claim up to 14 days after their period of self-isolation ended. We cannot accept applications after this point.

### **Do applicants need to apply themselves or can others apply on their behalf?**

Applicants can apply on behalf of someone else. However, the £500 must be paid into a bank account in the name of the person for whom the application is being made.

### **Can multiple household members claim?**

Yes, provided each applicant meets the relevant criteria.

### **Are students eligible?**

Students can claim from the scheme provided they meet the eligibility criteria.

### **Can an individual claim more than once?**

Yes, provided the eligibility criteria are met on each separate occasion and the self-isolation period for which they are claiming doesn't overlap with a previous self-isolation period.

### **Are furloughed workers eligible?**

People who have been furloughed can claim the payment, provided they meet the eligibility criteria

### **Are applicants on SSP eligible?**

Applicants can receive the £500 payment on top of SSP, provided they meet the eligibility criteria.

### **Are parents who can't work because they are looking after young children with Covid-19 eligible?**

NHS Test and Trace does trace the contacts of under 18s, so the parents of a child with Covid-19 would be identified as close contacts by NHS Test and Trace. The parents would therefore be able to claim the payment if they met the other eligibility criteria. The Test and Trace Support Payment scheme is specifically for people on low incomes who have been told to self-isolate by NHS Test and Trace and can't work from home; it doesn't cover parents who have not themselves been told to self-isolate by NHS Test and Trace.

### **Is the payment always £500, regardless of how much they lose in income?**

Successful applicants will receive £500 as a lump sum, regardless of how much they have lost in income, as long as all criteria is met.

### **What if someone is self-isolating but has not been contacted by NHS Test and Trace?**

The eligibility for payment only applies where someone has been formally notified to self-isolate.

### **What if someone self-isolates while they wait for their test result, which is then negative? / What if someone self-isolates as they have symptoms but is unable to access a test?**

They will not be entitled to the Test and Trace Support Payment if they order a test and the result is negative, as one of the eligibility criteria is that the individual has been asked to self-isolate by NHS Test and Trace either because they've tested positive for coronavirus or have recently been in close contact with someone who has tested positive. If the individual is unable to work from home, they may qualify for other financial support during this period of self-isolation you should contact the Welfare provision team for assistance: email [welfare.provision@northynteside.gov.uk](mailto:welfare.provision@northynteside.gov.uk) or telephone: 643 2777 option 2.