



The Test and Trace Support Payment Scheme: Implementation Guide for Local Authorities in England

Version 1.1

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Document History

Version	Description	Date
0.1	Test and Trace Support Payments: Implementation Guide for Local Authorities in England	25 September 2020
0.2	First update to the guidance. Major changes include an updated template application form and new information on: <ul style="list-style-type: none">• eligibility criteria for discretionary payments under the scheme• funding distribution• obtaining and verifying an NHS Test and Trace Account ID	30 September 2020
0.3	Second update to the guidance. Major changes include new information on: <ul style="list-style-type: none">• post-payment checks• information required by HMRC• technical requirements for accessing the Eligibility Checker	7 October 2020

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0.4	<p>Third update to the guidance. Major changes include:</p> <ul style="list-style-type: none"> • new information on the CTAS Eligibility Checker (pp.18-21). • new information on how to use the Local Authority Telephony Service (to support the Eligibility Checker) (p.21). • Information on contact details to be sent to HMRC by 16 October (p.26). 	9 October 2020
1.0	<p>Fourth update to the guidance. New changes include information on using Searchlight on checking applicants' income information (page 17 and Annex 4 (page 43 onwards)).</p>	12 October 2020
1.1	<p>Fifth update to the guidance, explaining the ways that people told to self-isolate by Tier 1/Health Protection Teams and local contact tracers can be added to CTAS. This will allow these individuals to claim the Test and Trace Support Payment if they meet the eligibility criteria (p.18).</p>	13 October 2020

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1. Purpose of this document

This guidance sets out what local authorities in England need to do to enable people in their area to claim the Test and Trace Support Payment, including discretionary payments. This is a working draft and further changes to this guidance will be made in the coming days.

2. Test and Trace Support Payments: an overview

From 28 September 2020, eligible individuals are entitled to a Test and Trace Support Payment or discretionary support payment of £500. This is to support people on low incomes who are unable to work from home if they are told to self-isolate by NHS Test and Trace and will lose income as a result.

These payments are designed to help ensure people who have tested positive for COVID-19 and their close contacts self-isolate for the required period to stop the onward spread of the virus. They are also designed to encourage individuals who are eligible for this payment to get tested if they have symptoms. This is important to help stop the transmission of COVID-19 and avoid further economic and societal restrictions.

The scheme starts from 28 September 2020, and local authorities should have arrangements in place to administer payments by 12 October 2020. Someone told to self-isolate on or after 28 September (but before the scheme is operational in their local authority) will need to be able to make a backdated claim for payment. The scheme will last until 31 January 2021.

3. Eligibility for payments

Eligibility

Test and Trace Support Payment

Eligibility for a £500 Test and Trace Support Payment is restricted to people who:

- have been told to stay at home and self-isolate by NHS Test and Trace, either because they have tested positive for coronavirus or have recently been in close contact with someone who has tested positive;
- are employed or self-employed;
- are unable to work from home and will lose income as a result; and
- are currently receiving, Universal Credit, Working Tax Credit, income-based Employment and Support Allowance, income-based Jobseeker's Allowance, Income Support, Housing Benefit and/or Pension Credit.

Discretionary payment

Local authorities can make a £500 discretionary payment to individuals who:

- have been told to stay at home and self-isolate by NHS Test and Trace, either because they have tested positive for coronavirus or have recently been in close contact with someone who has tested positive;
- are employed or self-employed; and
- are unable to work from home and will lose income as a result.

In addition, the discretionary payment is for people:

- who are not currently receiving Universal Credit, Working Tax Credit, income-based Employment and Support Allowance, income-based Jobseeker's Allowance, Income Support, Housing Benefit and/or Pension Credit; and
- who are on low incomes and will face financial hardship as a result of not being able to work while they are self-isolating.

Local authorities can introduce additional criteria to determine eligibility for discretionary payments in their area, as long as these operate in addition to, rather than instead of, the criteria set out above.

For both the Test and Trace Support Payment and discretionary payments, eligible individuals will receive their £500 payment on top of any benefits and Statutory Sick Pay (SSP) that they currently receive.

Backdating

Eligibility for the NHS Test and Trace Support Payment, including discretionary payments, is for people who are told to self-isolate on or after 28 September 2020 and who meet the relevant eligibility criteria.

Residents in local authorities who do not have arrangements in place to administer the payment from 28 September 2020 will be able to claim retrospectively, as long as their period of self-isolation began on or after this date.

Local authorities should not accept applications from people told to self-isolate before 28 September 2020, even if the period of self-isolation continues after 28 September.

Applications from members of the same household

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

Multiple claims

Some individuals could be asked to self-isolate by NHS Test and Trace more than once.

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.

For example, if someone claims for a period of self-isolation lasting from 1 October to 14 October and then claims again for a second period of self-isolation beginning on 10 October, they would only be allowed to claim once, because the two periods overlap. However, they would be allowed to claim for a second period of self-isolation that began after the first period had ended on 14 October. Local authorities may wish to consider keeping a record of individuals who make multiple claims to guard against potential fraud.

Applications made after someone's period of self-isolation has ended

Eligible individuals can make a claim up to 14 days after their period of self-isolation ended. Local authorities should not accept applications after this point: for example, if someone was told to self-isolate until 10 October, they would have until 24 October to make a claim.

Third-party applications

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. For example, if someone applied on behalf of a parent, the payment would be made into the parent's bank account.

Applicants with other support needs

As part of the information available during the application process, either on the online form or telephone application, local authorities are encouraged to reference any other local support that is available for people who are self-isolating, such as food packages. This information should also be easily accessible to people who are self-isolating because they have symptoms and are awaiting a test: these people will not have been told to self-isolate by NHS Test and Trace and will not be eligible for the Test and Trace Support Payment, but they are following the rules and should be supported.

Applicants who are self-isolating who haven't been told to self-isolate by NHS Test and Trace

Local authorities should only consider applications from individuals who have a valid notification from NHS Test and Trace telling them to stay at home and self-isolate.

Applicants who are quarantining after returning to the UK

The Test and Trace Support Payment scheme does not cover people who are self-isolating after returning to the UK from abroad, unless they have tested positive for coronavirus or have been told to stay at home and self-isolate by NHS Test and Trace.

4. Application process

Local authorities need to have arrangements in place to process and verify applications, issue payments to successful applicants and prevent and detect fraud.

Each local authority will need to have its own online application system – and an alternative system for non-digital users.

To apply, applicants will complete an online form (or a telephone application if digitally excluded) and provide:

- a notification from NHS Test and Trace asking them to self-isolate;
- proof of receipt of one of the qualifying benefits;
- a bank statement (as a basic up-front fraud check); and
- proof of employment or, if they are self-employed, evidence of self-assessment returns, trading income and proof that their business delivers services which cannot be undertaken without social contact.

Once all evidence has been verified, the local authority should pay the applicant £500. If the applicant meets all the criteria for the Test and Trace Support Payment, they should be paid from the main fund.

If the applicant does not receive any of the qualifying benefits but meets all the other criteria, is on a low income and will face hardship because they cannot work while self-isolating, local authorities can make a discretionary payment. Local authorities will need to determine what additional evidence they require for discretionary payments, which will depend on any additional criteria they have used (see Section 3 – Eligibility for Payments).

All Test and Trace Support Payments and discretionary payments should be made within three working days of an eligible application being verified.

Application form

Local authorities will need to design their own application form. An example of a payment application form can be seen in Appendix 3.

Accessibility requirements

Local authorities will need to ensure accessibility of forms for individuals across languages and disabilities.

How applicants should provide evidence

As applicants will be self-isolating at home, local authorities will need to put in place arrangements to allow individuals to upload their evidence electronically wherever possible. It is the responsibility of local authorities to ensure data security arrangements are in place, and applicants' evidence should be handled in line with the General Data Protection Regulations and local information governance policies and procedures.

As some applicants will not have access to scanning equipment while they self-isolate, this should include accepting photographs of documents wherever possible.

Using existing evidence

There may be some situations in which an applicant struggles to provide evidence, for example, if they do not have internet access and are applying over the telephone. To verify eligibility for the Test and Trace Support Payment or discretionary payment, local authorities can use their discretion to accept existing evidence they may already possess from the applicant – provided the existing evidence is less than three months old.

Automated application processing

Based on projected volumes of eligible applicants, we do not anticipate the need for automated processing systems.

5. Application form: minimum data requirements

The following table sets out the minimum data requirements to be collected from an individual to support their application for a payment. Local authorities may wish to change the sequence in which questions are asked and when supported evidence is requested in the journey.

Applicant details

Field	Business Rule	Type/Value
Field	Optional	Mr Ms Mrs

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		Miss Other If other is chosen, please state your title
First Name	Mandatory	Text Box
Last Name	Mandatory	Text Box
Date of Birth	Mandatory	Text Box/Calendar
Postcode	Mandatory	Preferable link to Address base with search option Or Text Box
Building Name/Number	Mandatory	Preferable link to Address base with search option Or Text Box
Street	Mandatory	Preferable link to Address base with search option Or Text Box
Town	Mandatory	Preferable link to Address base with search option Or Text Box
Contact Number	Mandatory	Text Box
Email Address	Mandatory	Must meet email standard e.g. xxx@xxx.xxx

No	Question	Business Rules	Type/Values
1	Application Information		
2	<p>If you have been contacted by NHS Test and Trace and have been told to self-isolate, you may be entitled to financial support.</p> <p><u>Test and Trace Support Payment</u></p> <p>If you meet all of the following eligibility criteria, you are entitled to a Test and Trace Support Payment of £500:</p> <ul style="list-style-type: none"> • You have been told to self-isolate by NHS Test and Trace on or after 28 September 2020. • You are employed or self-employed. • You cannot work from home and will lose income as a result. • You are currently receiving at least one of the following benefits: Universal Credit, Working Tax Credit, income-based Employment and Support Allowance, income-based Jobseeker's Allowance, Income Support, Housing Benefit and/or Pension Credit. 		

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	<p><u>Discretionary payments</u></p> <p>You will be eligible for a £500 discretionary payment if you meet all the other eligibility criteria above, but:</p> <ul style="list-style-type: none"> • you <u>do not</u> currently receive Universal Credit, Working Tax Credit, income-based Employment and Support Allowance, income-based Jobseeker's Allowance, Income Support, Housing Benefit and/or Pension Credit; and • you will face financial hardship as a result of not being able to work while you are self-isolating. <p>This application is for one person only and any further applications within the same household must be made by each individual.</p> <p>Please ensure that you have the below information available before starting the application:</p> <ul style="list-style-type: none"> • National Insurance number • Your 8-character NHS Test and Trace Account ID • Your most recent bank statement, wage slip or proof of self-employment 		
3	Applicant details		
4	Who are you completing this application for?	Mandatory	Options • Yourself • On behalf of someone else
5	If 'Yourself' is selected, go to 8 If 'On behalf of someone else' is selected, go to 6		
6	Name of applicant	Mandatory	Text - 100
7		Mandatory	Text - 100
8	NHS Test and Trace		
9	Have you been contacted by NHS Test and Trace?	Mandatory	Options – tick box • Yes • No
10	If 'Yes' is selected, go to 12 If 'No' is selected, go to 11		
11	Unfortunately, you do not meet the criteria for this scheme as you must have been contacted by the NHS Test and Trace service. End form		
12	Please provide your 8-character	Mandatory	Free text (8)

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	NHS Test and Trace Account ID		
13	Please provide the start date of your isolation period	Mandatory	Date picker from
14	Please provide the end date of your isolation period	Mandatory	Date picker to

No	Question	Business Rules	Type/Values
15	Employment Details		
16	Are you	Mandatory	Options <ul style="list-style-type: none"> • Employed • Self-employed • Neither
17	If 'Neither' is selected, go to 18 If 'Employed' is selected, go to 19 If 'Self-employed' is selected, go to 22		
18	Unfortunately, you do not meet the criteria for this scheme. End form		
19	Employer name	Mandatory	Text - 100
20	Employer's address	Mandatory	Text - 100
21	Employer's contact number	Optional	Free text – go to 24
22	What is the nature of your job?	Mandatory	Free text
23	If you are self-employed please provide proof of your self-employment status	Optional	Upload
24	Are you able to work from home during your isolation period?	Mandatory	Options <ul style="list-style-type: none"> • Yes • No

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25	<p>If 'Yes' is selected: "Unfortunately you do not meet the criteria for this scheme as you are able to work from home during your isolation period".</p> <p>End form</p> <p>If 'No' is selected, go to 26.</p>		
26	Will you have a reduction in earned income?	Mandatory	Options • Yes • No
27	<p>If 'Yes' is selected, go to 28 If 'No' is selected: "Unfortunately you do not meet the criteria for this scheme".</p> <p>End form</p>		

No	Question	Business Rules	Type/Values
28	Benefits		
29	Which of the following benefits/support do you receive?	Mandatory	Radio buttons • Universal Credit • Working Tax Credit • Jobseeker's Allowance • Income Support • Employment and Support Allowance • Housing Benefit • Pension Credit • None of these
30	<p>If 'None of these' is selected, go to 31 If one or more of these benefits is selected, go to 32</p>		
31	<p>Unfortunately, you do not meet the criteria for a Test and Trace Support Payment.</p> <p>You can still be considered for a discretionary payment if you will face financial hardship as a result of not being able to work while self-isolating.</p> <p>Do you wish to continue and apply for a discretionary payment?</p> <p>If 'Yes' is selected, move to Step 32</p> <p>If 'No' is selected:</p> <p>End form</p>		
32	Please provide your National	Mandatory	National insurance prefix

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	Insurance Number		
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No	Question	Business Rules	Type/Values
33	Bank Details		
34	Please provide the following details of the bank account you wish the payment to go into		
35	Bank account name	Mandatory	Text
36	Account number	Mandatory	Text
37	Sort code	Mandatory	Text
38	Please upload your evidence documents one by one. If you are employed this should also include proof of employment i.e. wages being paid to you or your most recent wage slip/bank statement	Optional	Upload

No	Question	Business Rules	Type/Values
39	Declaration		
40	<p>I confirm that the information is true and accurate. I agree to stay at home and self-isolate for the required period. I understand that if I fail to do so, I will be required to pay the funds back and my contact details may be passed on to the police for further action.</p> <p>Your data will be processed under the terms of the [name of local authority] Privacy Notice. You can view this here [link to local authority's Privacy Notice]</p>		
41	Do you agree to the above declaration	Mandatory	Tick box to agree

Summary Page

All form details to pull through to summary page

Suggested Submission Email to customer

Subject: Application for financial support for residents self-isolating (Service Request ID)

Dear <Customer/Name>

Thank you for your application.

Your reference for this request is <ID>

A member of our team will check and verify all details in your application. You will receive email confirmation to notify you if your application has been successful.

If you are successful it will be our intention to make payment within three working days of your application being verified.

Thank you

<Team responsible>

<Local Authority name>

Suggested Successful application - email to customer

Subject: Application for financial support for residents self-isolating (Service Request ID)

Dear <Customer/Name>

Your application has been successful and a payment will be made to the bank account details provided within three working days.

Thank you

<Team responsible>

<Local Authority name>

Suggested Rejected application - email to customer

Subject: Application for financial support for residents self-isolating (Service Request ID)

Dear <Customer/Name>

Unfortunately, your application has been unsuccessful.

Our team have checked and verified the details provided and you do not meet the criteria at this time.

<consider adding a statement here regarding eligibility for discretionary payment>?

Thank you

Team responsible>

<Local Authority name>

6. Pre-payment checks

Local authorities will need to carry out three main pre-payment checks. These are to verify that each applicant:

- has been told to self-isolate by NHS Test and Trace;
- is employed or self-employed and will lose income because they cannot work from home; and
- is receiving one of the benefits in the eligibility criteria.

Checking that an applicant has been told to self-isolate by NHS Test and Trace

Only people who have been told to self-isolate by NHS Test and Trace can claim the Test and Trace Support Payment or a discretionary payment. To check this, local authorities should use data provided from the Contact Tracing and Advice Service (CTAS) system (see Section 8 for more information).

Applicants may try to provide a notification from the NHS Isolation Note service rather than NHS Test and Trace. If this happens, local authorities should not reject their application, but give them an opportunity to provide a valid NHS Test and Trace notification if they have one.

Checking that an applicant is employed or self-employed and will lose income because they cannot work from home

The application process should ask applicants if they are employed or self-employed and whether they can work from home. If the applicant can work from home, they will not be eligible for the Test and Trace Support Payment or a discretionary payment as they will not lose income while self-isolating.

For applicants who are self-employed, local authorities should also confirm they are satisfied with the evidence of self-assessment returns and trading income provided by the applicant.

Checking that an applicant will lose income because they cannot work from home

The application form should ask applicants to confirm that they cannot work from home and they will have a reduction in earned income because they are self-isolating.

As long as someone meets the other eligibility criteria and is losing income because they have been told to self-isolate and cannot work from home, they are eligible. So, for example:

- someone with a single job whose employer continues to pay them a full wage while they self-isolate would not be eligible;
- someone whose employer pays them a reduced wage while they self-isolate would be eligible (they have lost income);
- someone with two part-time jobs who continues to be paid a full wage by one employer, but whose other employer does not pay them while they self-isolate, would be eligible (again, they have lost income).

Checking that an applicant is receiving one of the qualifying benefits

Local authorities should use the Department for Work and Pensions (DWP) system, Searchlight, to check that each applicant is receiving one of the qualifying benefits. It has now been agreed with HMRC that Searchlight can also be used to confirm whether an applicant is currently in receipt of Tax Credits for the purpose of administering the Test and Trace Support Payment scheme. This is permissible because the scheme falls under the definition of Local Welfare Provision.¹

When using Searchlight, Local Authorities accept all terms and conditions set out in the current DWP/LA Data Sharing Memorandum of Understanding, and remain accountable for:

- Standards that govern the secure transfer, processing and storage of data; and

¹ Regulation 5 of Social Security (Information-sharing in relation to Welfare Services etc.) Regulations 2012/1483 made under S131(1) of the Welfare Reform Act 2012, make provision that information can be supplied by DWP to local authorities for the purposes of "local welfare provision".

"Local welfare provision" means occasional financial or other assistance given by a local authority, Scottish Ministers or Welsh Ministers, or a person authorised to exercise any function of theirs or providing a service to them, to or in respect of individuals for the purpose of—

- (a) meeting, or helping to meet, an immediate short-term need—
 - (i) arising out of an exceptional event or exceptional circumstances; and
 - (ii) that requires to be met in order to avoid a risk to the well-being of an individual; or
- (b) enabling individuals to establish or maintain a settled home, where those individuals have been or, without the assistance, might otherwise be—
 - (i) in prison, hospital, a residential care establishment or other institution; or
 - (ii) homeless or otherwise living an unsettled way of life

This information is also detailed in Annex C of the existing DWP/LA Memorandum of Understanding.

- Security standards in respect of action required for security incidents and disciplinary action

If the applicant meets all the other eligibility criteria but is not yet in receipt of one of the qualifying benefits, local authorities could choose to make a discretionary payment

Checking that an applicant is employed as one of the criteria

Alongside other sources of information provided by applicants, local authorities may also decide to use the DWP Searchlight system, to support their decisions regarding applicants' employment status and income. HMRC has agreed that 'income' information disclosed by DWP in Searchlight may be used for the purpose of administering the self-isolation payment scheme. Searchlight may be used to provide local authorities with assurance the applicant is employed, to confirm their income and to verify the name of their employer. This information is now available for existing local authorities' Searchlight users to access and is permissible because the scheme falls under Local Welfare Provision – as set out in the footnote on page 16.

When using Searchlight in this way, local authorities accept all terms and conditions set out in the current DWP/local authority Data Sharing Memorandum of Understanding, and remain accountable for:

- standards that govern the secure transfer, processing and storage of data; and
- security standards in respect of action required for security incidents and disciplinary action

Please see **Appendix 4** for new user guidance on the Searchlight system. This will also be available on Glasscubes.

Checking if an applicant has already received a payment

Local authorities should keep a local record of all payments made under the scheme (both Test and Trace Support Payments and discretionary payments). Local authorities should use these records to see if an individual has already received a payment and the isolation period to which it relates as part of the process of confirming an applicant's eligibility.

Checking an applicant's identity

Local authorities should check that the name an applicant has provided matches the name on the applicant's bank account.

7. Obtaining and verifying an NHS Test and Trace Account ID

NHS Test and Trace uses a web-based tool called the Contact Tracing and Advice Service (CTAS) to record information about people who have tested positive for COVID-19 and their contacts. This system allocates individuals an Account ID is an 8-character identifier unique to each record on the web tool (e.g. 4a2c204a).

How applicants obtain an NHS Test and Trace Account ID

Most people who test positive for COVID-19 or are a contact of someone who has had a positive test will receive a digital invitation from the CTAS web tool to undertake the contact tracing journey. The invitation message (sent via a text message or email) contains the 8-character Account ID.

Everyone who has completed the contact tracing journey (including those who were ineligible for the digital invitation, such as children or individuals with a landline number only) will receive a message upon completion of the NHS Test and Trace questionnaire. The message (sent either via a text message/email or postal service for people with no access to mobile phone or email) contains the 8-character Account ID.

People told to self-isolate by Tier 1 contact tracers and local contact tracers

The new Self-Isolation Service Hub has launched, which will allow people to claim the Test and Trace Support Payment if they have been told to self-isolate by an employer or responsible person in a setting (e.g., a care home) who has received advice from Tier 1 local public health officials.

Employers and settings will be able to provide the names of people who have been instructed to self-isolate to the Hub (as long as they have the NHS Test and Trace Account ID of the person who tested positive). The Hub will add these people to CTAS, allowing them to obtain an NHS Test and Trace Account ID and make an application for a Test and Trace Support Payment or a discretionary payment under the scheme.

Separately, approved local contact tracers with access to CTAS will also be able to upload the details of people they advise to self-isolate directly into CTAS. Again, this will allow these people to obtain an NHS Test and Trace Account ID so that they can make an application for a Test and Trace Support Payment or a discretionary payment under the scheme.

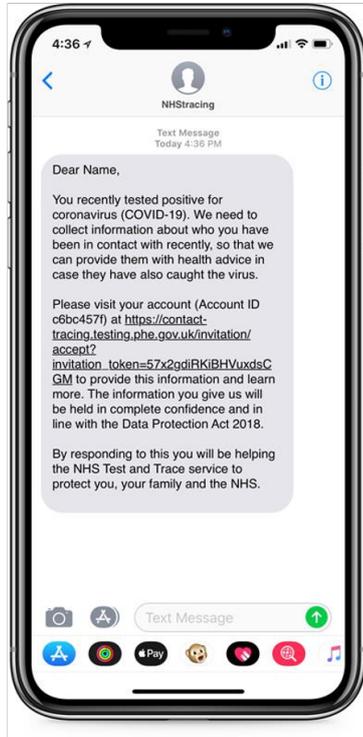
Notification messages which contain the NHS Test and Trace Account ID

The NHS Test and Trace Account ID can be found in text messages and emails that are sent to people who are asked to self-isolate by NHS Test and Trace. A list of messages that contain this ID include:

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1. an initial invitation message asking the individual to create an account on CTAS if they test positive for COVID-19 or they are identified as a contact.
2. a reminder messages to create an account (where applicable).
3. advice providing guidance on self-isolation, health, wellbeing and legal duties.

Sample invitation message



Sample self-isolation messages

Thank you for self-isolating. You are not alone - many people are also having to self-isolate right now in England. Support is available for you to make sure that you are able to play your part in controlling the spread of Covid-19 by isolating at home.

Find help in your local area: <https://contact-tracing.testing.phe.gov.uk/links/coronavirus-local-help>

You are eligible for support from local NHS volunteers. Call 0808 196 3646 (8am to 8pm) if you need support. For further information see: <https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders>.

Find out about the local support available to help you continue to stay at home: <https://www.gov.uk/guidance/coronavirus-covid-19-accessing-food-and-essential-supplies>

Guidance on shielding and protecting people who are at high risk from Covid-19: <https://contact-tracing.testing.phe.gov.uk/links/guidance-for-shielding>

You must continue to self-isolate and not leave your house.

If you or anyone in your household experience coronavirus symptoms:

- 1) Check them on NHS111 online <https://111.nhs.uk/covid-19>
- 2) Get a test via <https://www.nhs.uk/ask-for-a-coronavirus-test>
- 3) Follow instructions you get from the testing service

To make sure that you are financially able to self-isolate, we have introduced a one-off payment of £500 through the Test and Trace Support Payment scheme for people who are on a low income and cannot work from home while self-isolating.

Along with this additional support, we have now introduced a legal duty to self-isolate. This means that you could be fined if you do not stay at home and self-isolate.

We recognise that self-isolation can be hard. If you are feeling low or worried, check out these tips and advice: <https://www.nhs.uk/oneyou/every-mind-matters/>.

Thank you for preventing the spread of coronavirus.

Using the Eligibility Checker

Local authorities will be able to use the web-based Eligibility Checker to check whether an applicant has an NHS Test and Trace Account ID. To request access to the Eligibility Checker, local authorities should email soc.support@dhsc.gov.uk providing:

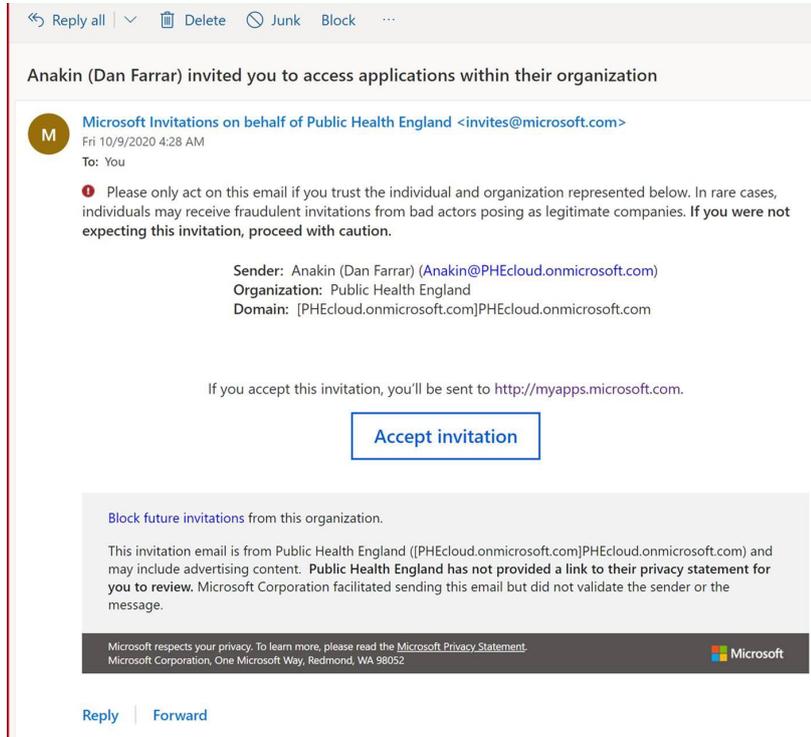
- the name of the person/people to be given access;
- the email address of the person/people to be given access; and
- the name and email address of the designated individual within the local authority authorising access and evidence of the authorisation.

The person authorising access to the eligibility checker must be the individual within the local authority who has been named in the data sharing agreement to authorise access to the data to be provided.

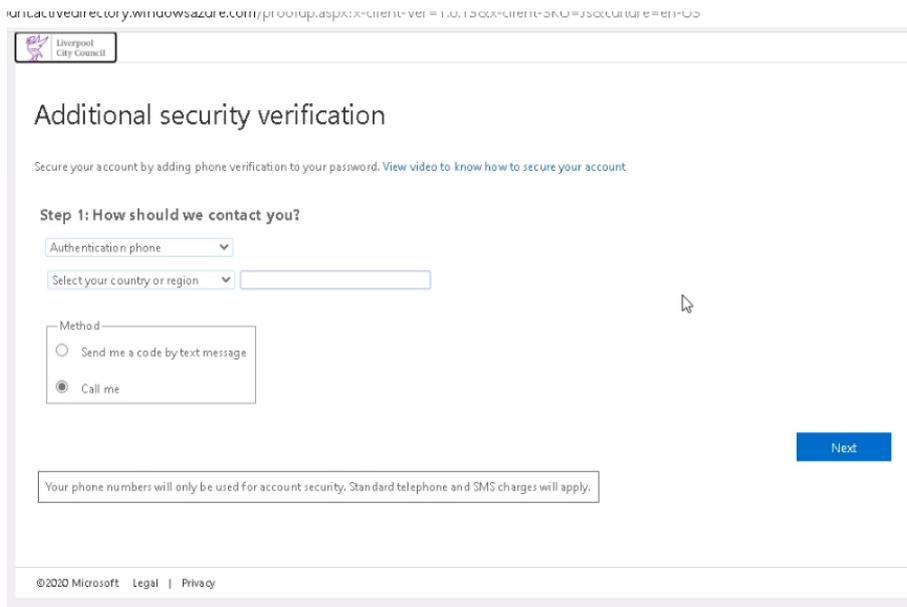
Specific actions to be followed by a nominated user will need to follow

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Once NHS Test and Trace has verified the local authority has complied with GDPR requirements and signed the data sharing agreements, the nominated individual will receive an email with instructions on how to access the eligibility tracker (see example below).

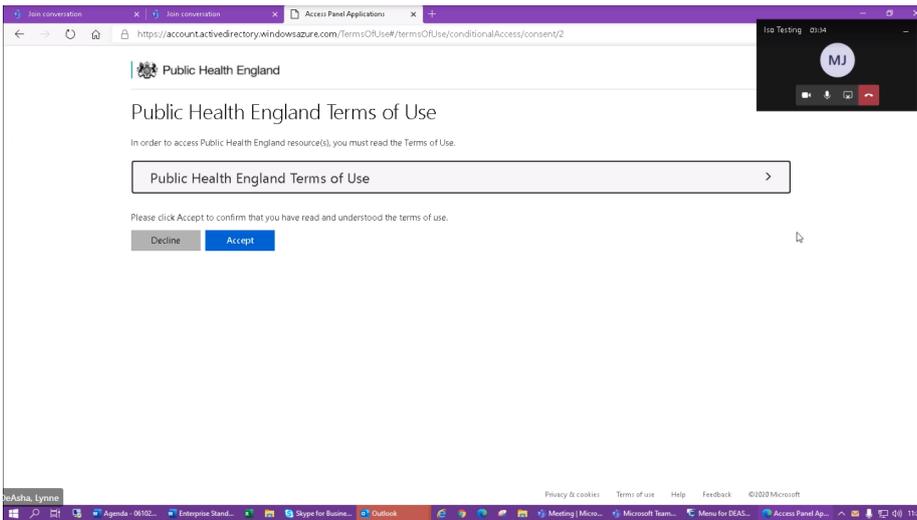


Clicking the link will take them to the following window to authorise access. (NB. Due to some background processing that is required it may take up to 15 minutes from receipt of the email to work properly. Your patience in this matter is appreciated)

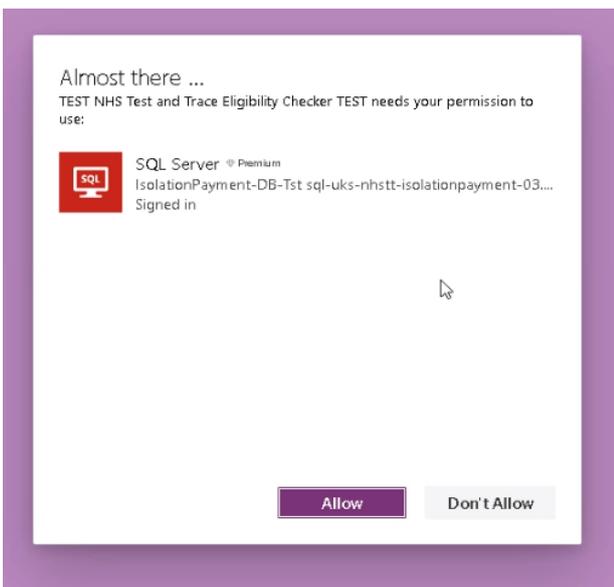


Having entered the code received the user will then be asked to confirm their acceptance of the PHE Terms of Use.

Isolation and Payments Policy Implementation Guide for Local Authorities in England



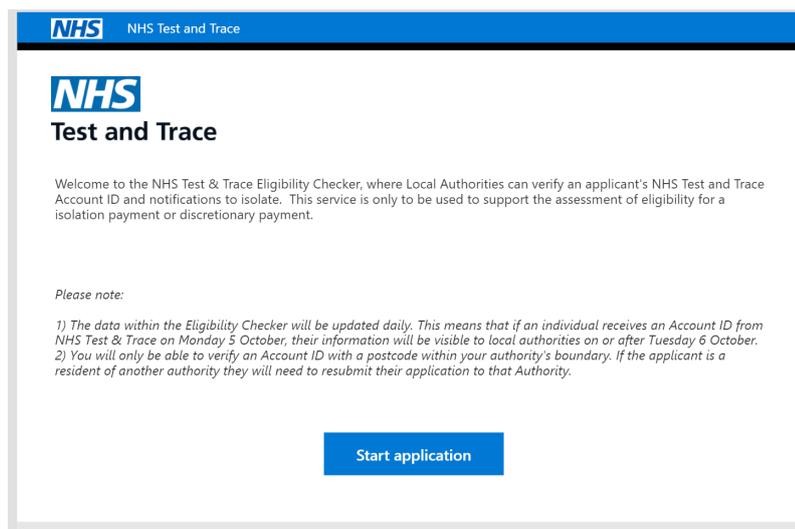
Finally, they will be required to click the “Allow” button on the following screen.



This will finalise the access process and the eligibility checker and the above window will close. Once this has happened the user should copy the URL below into their browser.

<https://apps.powerapps.com/play/639e1eab-d670-44df-b7d4-f362f818432f?tenantId=ee4e1499-4a35-4b2e-ad47-5f3cf9de8666>

This will take the user to the following landing page.



If you don't have access to the Eligibility Checker

Our new Local Authority Telephony Service will be launched from **8am on Monday 12 October 2020**.

The telephone number is 020 3743 6714 and must not be shared outside of local authorities.

This service will enable local authority staff who do not have access to the Eligibility Checker, to call and request information from NHS Test and Trace.

The local authority must have a signed data sharing agreement (DSA) in place, and have a password (unique to that local authority, which was sent upon receipt of the signed DSA), before we can release any information over the phone.

Local authority staff who use the service must have the CTAS ID and the post code or date of birth of the individual(s) to request isolation details.

Once this information is provided to the local authority, our agents will also be able to update the Eligibility Checker with the payment status if required. Agents will also be able to support local authority staff to obtain access to the Eligibility Checker in future.

How local authorities can verify an applicant's NHS Test and Trace Account ID

Local authorities can use the web-based Eligibility Checker to check whether an applicant has an Account ID. Local authorities will only receive a positive output if both the following items, which can be seen on the applicant's form, are correct:

- NHS Test and Trace Account ID; and
- first part of the home address postcode or date of birth (added to support validation and protect identity).

If this is correct, local authorities will receive the following information about the applicant:

- confirmation that their NHS Test and Trace Account ID is valid;
- the start date of their isolation period;
- their postcode*;
- the history of their interaction with NHS Test and Trace*; and
- if the NHS Test and Trace Account ID has been given a payment*, which is to avoid multiple claims.

*Might not be available on launch.

The technical solution to provide this information is being developed. NHS Test and Trace is also considering the use of a dedicated call line as an interim solution, should development of this system take longer than expected.

Please note that the data within the Eligibility Checker will be updated daily. This means that if an individual receives an Account ID on Monday 5 October, their information will be visible to local authorities on Tuesday 6 October.

Technical requirements for local authorities to access the Eligibility Checker

To access the NHS Test and Trace Eligibility Checker (which is a Microsoft Power App), you will need to have a Microsoft organisational account. This account gives you access to Office 365 and/or Microsoft email services (along with other Microsoft services). If your organisation uses Microsoft products, you will normally have this type of account which means you can use your usual work login details to access the Eligibility Checker.

You can find a list of supported web browsers for running the Eligibility Checker [here](#).

8. Making payments

Local authorities should make payments within three working days of an eligible application being verified. Payments should be made up front, as a single payment, to the bank account matching the bank statement the applicant has provided, via the most appropriate payment mechanism.

Local authorities should send each recipient a letter or email to confirm that they have been paid.

Applicants who are overdrawn

Local authorities may wish to provide information to people on how to exercise their first right of appropriation on the £500 payment, so their bank doesn't use it to pay their overdraft.

Guidance from Bradford Council and an example template can be seen in this [link](#). Local authorities may also wish to produce a similar template that can be shared with eligible individuals who are overdrawn.

Appeals

Local authorities will not be required to provide a right of appeal against any decision not to award a payment, either for the main Test and Trace Support Payment or the discretionary payment. People who are turned down will not be eligible because they do not meet the criteria.

If possible, local authorities should work with applicants to make sure they provide the necessary evidence to support a successful application. For instance, someone who is self-employed may have forgotten to provide their self-assessment return in the first instance. This person should not be rejected but given the opportunity to provide further evidence if they have it.

If an individual is rejected because they do not meet the eligibility criteria for the Test and Trace Support Payment, local authorities may wish to consider if the individual meets the criteria for a discretionary payment.

9. Records to be kept by local authorities

Local authorities should provide row-level information to NHS Test and Trace to allow reporting on the delivery of the Test and Trace Support Payment and discretionary fund. This information should include:

- the NHS Test and Trace Account ID(s) relating to a payment application;
- the outcome of an application;
- whether an individual received the Test and Trace Support Payment or a discretionary payment; and
- the reason why an application was rejected (if applicable), e.g., failed clinical, benefit or employment threshold.

The table below sets out the current draft technical requirement for data reporting activities back to NHS Test and Trace.

Field	Description	Business Rule	Type/Value
LA_Identifier	Unique name of local authority	Mandatory	60 Char max

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CTAS_ID	NULL if applicant has provided no CTAS ID, or if CTAS details from PowerBI do not match other fields	Mandatory	8 char OR NULL if applicant has provided no CTAS ID
Postcode (tbc)	Postcode from CTAS, if postcode on application is different to CTAS or if it does not match other data fields.	Mandatory	8 char max, no spaces, ie: sw1h0eu
Application_Successful	Was the application successful, for either main fund or discretionary fund. FALSE means the application was rejected	Mandatory	TRUE FALSE
Value_Paid	How much the applicant was paid. NULL/blank/0 values indicated applicant was not paid.	Mandatory if Application_Successful =TRUE, else optional	Format: 0000.00 Positive value, to 2dp. No £ sign
Main_or_Discretionary	Was the applicant paid from main Fund/Discretionary Fund (M/D). NULL/blank means not paid	Mandatory if Application_Successful =TRUE, else optional	M D
Failed_on_criteria_isolate	Applicant has not been asked to self-isolate by NHS Test and Trace and does not have a CTAS ID. NULL/blank is the same as FALSE, and means this the applicant did not fail the criteria	Mandatory if Application_Successful =FALSE, else optional	TRUE FALSE NULL/blank
Failed_on_criteria_employed	Applicant is not employed or self-employed	Mandatory if Application_Successful =FALSE, else optional	TRUE FALSE NULL/blank

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Failed_on_criteria_lost	Applicant fails criteria: unable to work from home and will lose income as a result	Mandatory if Application_Successful =FALSE, else optional	TRUE FALSE NULL/blank
Failed_on_criteria_benefit	Applicant fails criteria: in receipt of eligible benefit. Applicant can be successful for discretionary fund, but fail to be in receipt of another benefit.	Mandatory if Application_Successful =FALSE, else optional	TRUE FALSE NULL/blank
Failed_on_criteria_other	Applicant rejected for other reason	Mandatory if Application_Successful =FALSE, else optional	TRUE FALSE NULL/blank
Timestamp	Timestamp for submission (to LA? To PHE?)	Mandatory	
Payment_Hash	SHA256 hash of the claimant's sort code and bank account number SHA256[ssssssaaaaaaaa]	Mandatory	hexadecimal output – 64 hex characters

The mechanism to support local authorities in reporting this information is currently under design and will be shared once it is ready.

The reporting of payments to NHS Test and Trace is to facilitate reporting on the policy at a national level. Local authorities will need to keep their own records of the payments they make to claimants.

10. Taxation

These payments will be subject to income tax, but they will not be subject to National Insurance Contributions (NICs). This is the case both for Test and Trace Support Payments and discretionary payments made under the scheme. The table in **Appendix 2** provides an initial overview of the data HMRC will require from local authorities to tax the payments and the contact details to share with HMRC.

Local authorities should provide the contact details outlined in **Appendix 2** to HMRC by **Friday 16 October**. If details are not supplied by this date, it may result in HMRC being unable to collect the tax due for those receiving the payment on behalf of local authorities. This may also result in further burden and contact with the recipients of the payments.

11. Eligibility for other benefits

These payments will be disregarded when calculating eligibility for other benefits. This includes calculating entitlement to Universal Credit. We will provide further clarification on whether it affects entitlement to council tax reduction.

12. Post-payment checks

Local authorities will be responsible for post-payment checks to prevent fraud. They should conduct a monthly spot check on ten percent of payments made, to identify whether a recipient continued to receive an income from their employer. They can use Searchlight to do this, as set out in Annex 4.

DHSC will keep the percentage of spot checks required under review, in order to avoid an unnecessary administrative burden being placed on local authorities.

If checks lead the local authority to suspect that someone has continued to receive full pay from their employer while self-isolating – and therefore should not have received a £500 payment – they will have the right to recoup the money. They should approach this in the normal way that they would approach the recovery of costs from residents.

Local authorities will have the right to recover costs from people who claim the payment fraudulently and can keep any money recovered to put towards their costs of running the scheme. Local authorities will not be liable for any irrecoverable costs due to fraud.

Concern for a recipient's welfare

If a local authority decides that there is concern for the welfare of someone who has received a Test and Trace Support Payment or a discretionary payment, they should consider referring them to other forms of community support available in their area.

13. Funding and demand

Funding

The UK Government will provide funding to support local authorities in implementing the Test and Trace Support Payment scheme. This includes both administrative costs (set-up costs and running costs) and the costs of the payments made under the scheme.

In total, the UK Government will provide £50 million for the Test and Trace Support Payment and corresponding discretionary payments. This will cover the full four months of the scheme until 31 January 2021 and includes:

- **£25 million** for programme costs (costs of payments to applicants), excluding discretionary payments.
- **£10 million** for administration costs.
- **£15 million** for discretionary payments.

The £25 million and £10 million are both 'down-payments' based on expected programme and administration costs.

The £25 million programme costs will be subject to reconciliation, which could mean an authority may need to return funding if the number of payments made is less than their allocation. Other local authorities may need a top up payment where they make payments that exceed their initial allocation.

The £10 million for administrative cost is not subject to a reconciliation process. Additional funding may be provided as necessary, informed by the experience of the programme. The administrative funding has been designed to cover the estimated costs of both setting up the scheme and running the scheme, but it will not be possible to match funding to the specific costs incurred by individual local authorities.

The £15 million for discretionary payments is a fixed four-month envelope that will not be topped up or subject to a reconciliation process.

Distribution

The funding will be distributed to individual local authorities as follows:

The £25 million for programme costs

- The **£25 million for programme costs** will be initially distributed according to the Ministry of Housing, Communities and Local Government (MHCLG)'s COVID-19 Relative Need Formula (RNF). Details on the formula can be found [here](#).

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- Each local authority allocation has been rounded down to match a multiple of £500 (as each eligible applicant will receive £500). We have then created a 'floor' with the residual resource so that each local authority will receive at least £21,000 of the full pot.
- This fund will be reconciled, which means that any money that is overspent or underspent compared to the initial allocation that a local authority receives will be topped up or repaid respectively.

The £10 million for administration costs

- Each local authority will receive £20,000 from the **£10 million for administration costs**, plus a share of the remaining £3.72 million in the pot once each local authority has been given £20,000. The share of the remaining £3.72 million will be allocated to each local authority according to their share of the pot for programme costs. This is based on evidence from the pilot which indicated a £20,000 fixed cost for setting up the scheme.

The £15 million for discretionary payments

- The **£15 million for discretionary payments** has been allocated according to the COVID-19 RNF for 313 of the 314 lower tier local authorities (with a small 'top slice' for the 314th local authority, the Isles of Scilly - which did not receive an allocation from the RNF – based on the estimated proportion of the population of England that lives there).
- The whole pot has been distributed up front, and will not be rounded down to a multiple of £500 as it will not be subject to a reconciliation process (meaning that it will not be topped up or reclaimed if local authorities overspend or underspend their allocation from the pot).

Projected demand

You will need to be prepared to work through an initial backlog of cases. Local authorities should also be prepared for potential growth in cases, for example, due to increased COVID-19 transmission over the period of the scheme.

Our modelling estimates that 800 people per day across England could be eligible for the Test and Trace Support Payment (based on average COVID-19 incidence levels on 17 September 2020), though demand will depend on transmission levels in each area. If the 800 cases in England per day in this scenario were evenly distributed across the country, a local authority with 250,000 residents could expect four people per day to become eligible for the Test and Trace Support Payment. Actual numbers are likely to be higher. These baseline estimates exclude expenditure on discretionary payments.

APPENDIX 1: Wider policy on self-isolation

Why does self-isolation matter?

Ensuring infected individuals and their close contacts isolate is one of our most powerful tools for controlling the transmission of COVID-19.

We know that someone with the virus can remain infectious to other people for up to 10 days after developing symptoms. It can take up to 14 days for individuals to develop coronavirus symptoms after they catch the virus, and in this time, they can unknowingly pass it on to others, even if they don't have symptoms.

Staying at home and self-isolating helps prevent family, friends and the community from contracting coronavirus, as well as helping to protect the health and care system.

The changes announced by the Government on 20 September 2020, which apply in England:

- introduce a new duty on individuals to self-isolate if someone tests positive or is identified as a contact by NHS Test and Trace;
- introduce penalties for those breaking the rules, including fines of at least £1,000 and up to a maximum of £10,000 for repeated or very serious offences;
- place a new legal obligation on employers that they must not knowingly enable or encourage their employees to break the law on self-isolation;
- introduce a new Test and Trace Support Payment of a £500 lump sum payment for those on low incomes to support them if they cannot work during their self-isolation period; and
- provide funding for discretionary payments for local authorities to help those who require corresponding financial support to the Test and Trace Support Payment to self-isolate, but do not meet all the eligibility criteria.

What difference does it make if self-isolation has a legal basis?

This change is intended to make clear the importance of people self-isolating when they have COVID-19 or they have been in recent and close contact with someone who has tested positive for COVID-19. A new legal obligation, implemented rapidly nationwide, will help stop the virus continuing to spread.

What is the aim of the Test and Trace Support Payment?

The Test and Trace Support Payment has been introduced in response to feedback from local authorities and directors of public health that some of their residents were struggling to self-isolate as directed due to financial constraints. It is to help ensure that people on low incomes self-isolate when they test positive or are identified as a contact, and to encourage

more people to get tested. This will help to reduce the transmission of COVID-19 and avoid further societal and economic restrictions, including local lockdowns.

Who does the legal duty apply to?

Anyone notified of a positive test result and any of their notified contacts, other than those notified through the NHS Covid-19 App is under a legal duty to self-isolate. Guidance continues to make clear that people who have symptoms should self-isolate while they get a test.

Those testing positive for COVID-19 are legally obliged to self-isolate for a period ending 10 days after the onset of symptoms or, for people who did not have symptoms when they were tested, 10 days after the date of the test. Other members of their household are legally obliged to self-isolate for a period ending 14 days after the onset of the infected person's symptoms (or, if they were asymptomatic, after the date of the test). Non-household contacts are obliged to self-isolate for the period notified to them by NHS Test and Trace (the period ending 14 days after their most recent exposure to the person who has tested positive).

What is the role of local authorities in supporting the requirement to self-isolate?

NHS Test and Trace and local authorities will continue to work together to help ensure that people understand their obligations on self-isolation and why it is so important to self-isolate – and help them access any support they need to do so

Local authorities will focus on the principle of encouraging, educating and supporting self-compliance – they will not be expected to enforce the legal requirements. Local authorities should pass on the details of anyone they suspect of breaking the rules to the police. Where there is clear evidence that someone is not following the rules, the police will determine what follow-up action to take and, where necessary, issue fixed penalty notices.

Do local authorities need to launch a communications campaigns to advertise the Test and Trace Support Payment?

The Government is running a central communications campaign to publicise the new legal duty to self-isolate and the Test and Trace Support Payment. We will support local authorities in arranging additional local communications, publicity and engagement.

Do local authorities need to check that Test and Trace Support Payment recipients are self-isolating?

Local authorities should focus on encouraging, educating and supporting self-isolation compliance. They should pass on the details of anyone they suspect of breaking the rules to the police.

APPENDIX 2: Information needed by HMRC for tax reporting

Proposed data to share with HMRC for tax reporting

Data Item	Description	Format	Priority 1 = High 2 = Medium 3 = Low	Source Applicant, LAs/DAs and/or LA/DA reference systems
Supplier Reference	Unique reference to allow HMRC (DA&E team) to uniquely identify the data Supplier and data purpose. Required for audit and data quality purposes.	AANNNNN format. Reference can be included in correspondence (potentially a Notice) and supported documents sent to LAs as per DAE normal Notice issuing protocols.	Mandatory	LA/DA (but allocated by HMRC)
Local Authority Name / DA Name	Name of Local Authority	Char (60) – If uses LA names (This field is usually reported at the start of DAE Excel templates after the reference)	Mandatory	LA/DA
NINo	National Insurance Number	NINO format MUST be: AANNNNNNA or AANNNNNN e.g. QQ123456A or QQ123456 If you DO NOT know the final NINO character (A-D) you can leave this character BLANK DO NOT include Spaces or Dividers Temporary NINOs are NOT acceptable	Mandatory	LA verified
Payment Amount		Payments MUST be reported in NUMERICAL FORMAT to 2 decimal places e.g. 999.99 DO NOT include Commas, Spaces, Currency or Minus Symbols	Mandatory	LA/DA

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Payment Date		Insert the date on which the payment was made Format MUST be: DDMMYYYY e.g. 03082017 DON'T include Spaces or Dividers	Mandatory	LA/DA
Payment Type	'Payment' or 'Clawback' of payment – required for incorrect payments or non-compliance	P or C flag Field validation will restrict to only the agreed options and will be mandatory. Max 1 Character	Mandatory	LA/DA
Payment Funding Source	'Main' or 'Discretionary' fund – potentially required if handled differently	M or D flag Field validation will restrict to only the agreed options and will be mandatory. Max 1 Character	Mandatory	LA/DA
Employment/Self-Employment or Neither	Employment/Self-Employment flag to ensure i) coding notices applied only to employed ii) future reference for self-employment returns (20/21) iii) Neither	E, S or N flag Field validation will restrict to only the agreed options and will be mandatory. Max 1 Character	Mandatory	Applicant [If an individual is both E and S - the 'tax law' default to confirm Employed first to assist with tax code changes)
Title	For QA purposes and exception handling and SA matching	insert the individual's title/name prefix in this column e.g. Mr, Mrs, Dr etc. Data entries such as 'Ditto', 'Not Known' or 'See Above' are NOT acceptable	Conditional if known	Applicant
Forename(s) / Given Names(s)	For QA purposes and exception handling and SA matching	Individual's forename(s)/given name(s) Data entries such as 'Ditto', 'Not Known' or 'See Above' are NOT acceptable	1 Conditional if known	Applicant
Surname/Family Name	For QA purposes and exception handling and SA matching	Individual's Surname/Family Name Data entries such as 'Ditto', 'Not Known' or 'See Above' are NOT acceptable	1 Conditional if known	Applicant

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DOB	Date of Birth For QA purposes and exception handling and SA matching	Format MUST be: DD/MM/CCYY e.g. 03/08/1966 If NOT known leave BLANK	1 Conditional if known	Applicant
Address Line 1	Requires a good description for these if they follow Post Office Approach or our file format (many websites use the number/postcode lookup to complete well-constructed address format)	Care of (C/O) addresses are NOT acceptable DON'T include UK postcodes here DON'T include Carriage Returns or any Line Breaks in the address Data entries such as 'Ditto', 'Not Known' or 'See Above' are NOT acceptable Max 40 characters	2 Conditional if known	LA/DA
Address Line 2	For QA purposes and exception handling and needed for self-employed matching	Care of (C/O) addresses are NOT acceptable DON'T include UK postcodes here DON'T include Carriage Returns or any Line Breaks in the address Data entries such as 'Ditto', 'Not Known' or 'See Above' are NOT acceptable Max 40 characters	2 Conditional if known	LA/DA
Address Line 3	For QA purposes and exception handling and needed for self-employed matching	Care of (C/O) addresses are NOT acceptable DON'T include UK postcodes here DON'T include Carriage Returns or any Line Breaks in the address Data entries such as 'Ditto', 'Not Known' or 'See Above' are NOT acceptable Max 40 characters	2 Conditional if known	LA/DA
Address Line 4	For QA purposes and exception handling and needed for self-employed matching	Care of (C/O) addresses are NOT acceptable DON'T include UK postcodes here DON'T include Carriage Returns or	2 Conditional if known	LA/DA

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		any Line Breaks in the address Data entries such as 'Ditto', 'Not Known' or 'See Above' are NOT acceptable Max 40 characters		
Address Line 5	For QA purposes and exception handling and needed for self-employed matching	Care of (C/O) addresses are NOT acceptable DON'T include UK postcodes here DON'T include Carriage Returns or any Line Breaks in the address Data entries such as 'Ditto', 'Not Known' or 'See Above' are NOT acceptable Max 40 characters	2 Conditional if known	LA/DA
Post Code	Postcode of the applicant's residential address for QA purposes and exception handling and SA matching	ONLY insert postcodes Data entries other than postcodes are NOT acceptable Max 8 characters	1 Conditional if known	Applicant

Additional considerations:

The field requirements are taken from HMRC's DAE standard Template supporting guidance, but the following may need consideration.

All fields - where fields have defined formatting requirements, these are taken from DAE existing specifications and comply with HMRC data standards for Bulk Third Party information ingestion.

Supplier Reference – HMRC DAE systems require a supplier unique reference for each supplier / data type combination to support audit and data quality processes. Local authorities are familiar with being allocated these for different data type requests. This will be allocated by HMRC DAE and in a prescribed format and must be used in the data return submitted

Care of Addresses – Usually not accepted as it may be a registered business office or accountants address and not the individual's residential address. If local authorities are confident that addresses supplied will be residential then the C/O requirement can be dropped.

Contact information for local authorities to share with HMRC

The following contact information is required to support data that local authorities will need to transfer to HMRC on a regular basis. The details will enable HMRC systems to allocate a unique reference to the local authorities and for HMRC staff to engage with local authorities regarding the data sharing for Test and Trace Support Payments. HMRC will also use these contacts to resolve any issues or queries local authorities may have. Further details on the legal gateway for local authorities to share the personal data with HMRC will follow.

Field	Primary Contact	Secondary Contact
Local Authority Name		
Address Line 1		
Address Line 2		
Address Line 3		
Address Line 4		
Postcode		
Named Contact		
Job/Role Title		
Contact Telephone number		
E-mail address		

Local authorities should send details of nominated contacts to CNI.Enquiries@hmrc.gov.uk

APPENDIX 3: Application form example

Below are mock screenshots of the application form which should be used as a guide for reference.

 **GOV.UK** Test and Trace Self Service Isolation

Applicant details

First name

Last name

Contact number

Email address

Date of birth
For example, 12 09 1990

Day Month Year

What is your address?

Building/Name number

Street

Town or city

County

Postcode

[Save and continue](#)

[< Back](#)

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Application information

If you have been contacted by national or local Test and Trace and have been advised to self-isolate, you may be entitled to financial support.

Test and Trace Support Payment

If you meet the all of the following eligibility criteria, you are entitled to a Test and Trace Support Payment of £500:

- You have been asked to self-isolate by NHS Test and Trace on or after 28 September 2020.
- You are employed or self-employed.
- You cannot work from home and will lose income as a result.
- You are currently receiving at least one of the following benefits: Universal Credit, Working Tax Credit, income-based Employment and Support Allowance, income-based Jobseeker's Allowance, Income Support, Housing Benefit and/or Pension Credit.

Discretionary Payments

You will be eligible for £500 discretionary payment if you meet all the other eligibility criteria above, but

- you do not currently receive Universal Credit, Working Tax Credit, income-based Employment and Support Allowance, income-based Jobseeker's Allowance, Income Support, Housing Benefit and/or Pension Credit; and
- you will face financial hardship as a result of not being able to work while you are self-isolating

This application is for one person only and any further applications within the same household must be made by each individual. Please ensure that you have the below information available before starting the application:

- National Insurance number
- Your 8 character NHS Test and Trace Account ID
- Your most recent bank statement, wage slip or proof of self-employment

Who are you completing this application for?

- Yourself
- On behalf of someone else

Name of applicant

Have you been contacted by NHS Test and Trace?

- Yes
- No

Please provide your 8 character Account ID

Please provide the start date of your isolation period

For example, 12 09 2020

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Please provide the end date of your isolation period

For example, 12 09 2020

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

[Save and continue](#)

[< Back](#)



Employment details

Are you

- Employed
- Self-employed
- Neither

Employer name

Employer address

Building and street

Town or city

County

Postcode

Employer contact number

What is the nature of your job?

If you are self-employed please provide proof of your self-employment status

No file chosen

Are you able to work from home during your isolation period?

- Yes
- No

Will you have a reduction in earned income?

- Yes
- No

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Benefits details

Which of the following benefits do you receive?

- Universal Credit
- Working Tax Credit
- Job seeker's Allowance
- Income Support
- Employment and Support Allowance
- Housing Benefit
- Pension Credit
- None of these

Please provide your National Insurance Number

It's on your National Insurance card, benefit letter, payslip or P60. For example, 'QQ 12 34 56 C'.

Save and continue

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Bank details

Please provide the following details of the bank account you wish the payment to go into

Bank or building society account details

Name on the account

Sort Code

Must be 6 digits long

Account number

Must be between 6 and 8 digits long

Building society roll number (if you have one)

You can find it on your card, statement or passbook

Please upload your evidence documents one by one. If you are employed this should also include proof of employment i.e. wages being paid to you or your most recent wage slip/bank statement

No file chosen

Save and continue

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Declaration

I confirm that the information is true and accurate. I agree to stay at home and self-isolate for the required period. I understand that if I fail to do so, I will be required to pay the funds back and my contacts details may be passed on to the police for further action.

Your data will be processed under the terms of [name of the local council] Privacy Notice. You can view this here [link].

Do you agree with the above declaration?

Save and continue

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Review your answers

Name	Sarah Phillips	Change
Date of birth	5 January 1978	Change
National insurance number	AB 12 34 56 C	Change
Contact information	72 Guild Street London SE23 6FH	Change
Contact details	07700 900457 sarah.phillips@example.com	Change
Bank details	Santander 12-34-56 12345678	Change
CTAS ID	C123456789	Change
Employer name	Window Maker Ltd	Change
Employer contact information	172 High Street London SE1 6FH	Change
Employer contact details	07700 900457 window.maker.ltd@example.com	Change
Are you re-submitting the application	No	Change

Submit your application

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Application submitted

Application complete

Your reference number
HDJ2123F

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APPENDIX FOUR: Using Searchlight to search income/earnings information

Introduction

This guidance is for local authority staff who will be administering the Test and Trace Support Payment.

It should be used in conjunction with the Searchlight User guide V3 and the Searchlight error message guidance, both available on Glasscubes.

User Access

Access to the Searchlight ‘income’ screens is only for the purpose of administering the Test and Trace Support Payment scheme in England.

To access the Searchlight Income/Earnings Data local authority staff will need to have been given access to the user role on EAS of:

SG_Get_Income_Information_Addon

Local authority Searchlight Organisational Administrator (OAs) and Service access managers (SAMs) should give their users the Searchlight permission, as per standard EAS-R guidance, also available on Glasscubes. The EAS-R user role **must only** be allocated to those staff who are administering the Test and Trace Support Payment.

Access will only be available until the scheme ends which is currently expected to be 31 January 2021. The EAS-R user role must be removed when a user is no longer involved in the administration of the scheme.

Data Use

Local authority staff who are given access can only use the data for the administration of the Test and Trace Support Payment. They must not use the data (including the pension contributions information) for another other purpose.

Management and Audit Checks

Access to the Income screens will be subject to the same access and audit checks as applied to all Searchlight data. If it is found that local authorities have accessed the data for any purpose other than administering the Test and Trace Support Payment, access will be removed.

Searchlight View

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Once the EAS user role has been added, local authority staff will then have access to the Income screens on Searchlight:

The screenshot shows the Searchlight user interface. At the top, there is a search bar with the text "Enter a National Insurance or Organisation number" and a search icon. To the right of the search bar are links for "Home", "Get notifications", "Create account", "Feedback", and "What's new". Below the search bar is a blue header with the name "MR RONNIE MONEY" and the text "RT 00 00 13 A · 27 Feb 1951 · Age 68". Below the header is a navigation menu with tabs for "Personal details", "Address", "Contact", "Interests", "Benefits", "Relationships", and "Income". The "Personal details" tab is selected. The main content area is titled "Personal details" and contains a table with the following information:

Name	MR RONNIE MONEY Name type 2 · Since 15 Oct 2019 View maintenance Change
	MR RONNIEFOUR OWEN-MONEY Name type 1 · Since 23 Aug 2019 View maintenance Change
	Add requested name Add
	Show previous names
Date of birth	27 Feb 1951 (Age 68) Verified to level 2 View maintenance View history Change

When you click on the Income tab across the top, the Income screen will show

The screenshot shows the Searchlight user interface with the "Income" tab selected. At the top, there is a search bar with the text "Enter a National Insurance or Organisation number" and a search icon. To the right of the search bar are links for "Home", "Get notifications", "Create account", "Feedback", and "What's new". Below the search bar is a blue header with the name "MR RONNIE MONEY" and the text "RT 00 00 13 A · 27 Feb 1951 · Age 68". Below the header is a link for "Back to customer view". The main content area is titled "Income" and contains a form with the following information:

◀ Back to customer view

Income

Date from	Date to
For example 30/01/2018	For example 30/01/2018
<input type="text" value="24/09/2019"/>	<input type="text" value="24/01/2020"/>
<input type="button" value="Search"/>	

No income data found for the requested period

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Input the dates you wish to search for and click “search”. The income data will then display as returned from HMRC.

The screenshot shows the HMRC Searchlight interface. At the top, there is a search bar and navigation links. Below, the 'Income' section is displayed for two employers: DWP (Employment) and Tesco (Pension). Each employer's data is presented in a table with columns for 'Income' (Year to date) and 'Individual records'. The 'Individual records' table includes columns for Paid, Received, Frequency, Taxable pay, Tax, NI, Pension, RAS, Payroll Benefits, Taxable pay, Tax, NI, Pension, RAS, Third party, Pay not subject to tax or NI, Payment confidence, Payroll Benefits, Director, and Late Reason.

Income Fields

Field Name	Description	Mandatory field that will always have a value present?
Employers Name	Name of the Employer/ Pension Provider including a “Trading As” name	Yes.
PAYE Reference	Unique identifier for the Scheme making the payment to the individual.	Yes.
Payroll ID	Identifier assigned by the employer to the individual.	No.
Sequence Number	The NPS Employment Sequence Number. The number increments for each individual for each income they begin to receive via PAYE.	Yes.
Paid	The date the payment was made to the employee. If the payment date falls on a 'non-banking day' the employer will show the payment as having been made on the regular payday.	Yes.
Received	The date HMRC were informed about the PAYE Income	Yes.
Frequency	An entry is made from the following:	Yes.

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W1 (Weekly) W2 (Fortnightly) W4 (4 Weekly) M1 (Monthly) M3 (Quarterly) M6 (Bi-annually) MA (Annually) IO (One-off) IR (Irregular)	
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Year to Date

Field Name	Description	
Taxable Pay	Total taxable pay to date within the tax year, including this payment	Yes.
Tax	Total tax to date in this employment within the tax year, including this payment	Yes.
NI	Total employee's NICs payable year to date	No.
Pension	The amount of pension contributions your employee paid under 'net pay arrangements' to date in this employment within the tax year.	No.
RAS Pension	The deductions made for pension contributions that are not made under 'net pay arrangements' to date in this employment within the tax year. RAS stands for "relief at source".	No.
Payroll Benefits	Value of benefits in kind on which PAYE has been operated, via the payroll, to date in this employment within the tax year.	No.

Individual Records

Field Name	Description	
Taxable Pay	The Gross Taxable Pay an individual has received prior to any necessary deductions.	Yes.
Tax	The numeric value of tax deducted or refunded from this payment.	Yes.
NI	Total employee's NICs payable in this pay period.	No.
Pension	Amount of pension contributions your employee paid under 'net pay arrangements' in this pay period.	No.
RAS Pension	The deductions made for pension contributions that are not made under 'net pay arrangements' to date in this employment	No.

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	within the tax year. RAS stands for “relief at source”.	
Third Party	Value of third party deductions from net pay in the pay period.	No.
Pay not subject to tax or NI	Value of other payments made to individuals that are not salary or wages and subject to neither Tax nor National Insurance contributions.	No.
Payment Confidence	Indicates the Payment Confidence Status at the time of sending the Payment to DWP: <ul style="list-style-type: none"> • Value '1' = Payment and Amount Confirmed. • Value '2' = Payment Confirmed Amount differs. • Value '3' = Payment Awaiting Confirmation. • Value '4' = Payment cannot be Confirmed. • Value '5' = Payment not Confirmed. 	Yes.
Payroll Benefits	Value of benefits taxed via the payroll in the pay period. Benefits can only be taxed in this way with the prior agreement of HMRC. An example could be private health insurance or company car related payments. NB this does not related to DWP benefits.	No.
Director	“Yes” will be shown if the payment has been made to a company director. This may have been calculated using the annual or the alternative method by HMRC.	No.
Late Reason	If the employer is reporting a payment to an individual after the date it was paid, they may provide a reason why they have not been able to report on time. A reason should be supplied, where applicable, to each late reported payment within the Final Payment Summary (FPS). <ul style="list-style-type: none"> • Value "A" - "Notional payment: Payment to Expat by third party or overseas employer" 	No.

	<ul style="list-style-type: none"> • Value "B" - "Notional payment: Employment related security" • Value "C" - "Notional payment: Other" • Value "D" - "Payment subject to Class 1 NICs but P11D/P9D for tax" • Value "E" - "Micro Employer using temporary "on or before" relaxation" • Value "F" - "No requirement to maintain a Deductions Working Sheet or Impractical to report work done on the day" • Value "G" - "Reasonable excuse" • Value "H" - "Correction to earlier submission" 	
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Searchlight Income Data Error Messages:

"No income data is available for this national insurance number"

This error message means that the citizen has no tax footprint with HMRC and they are unable to confirm their National Insurance number.

"No income data found for the requested period"

This error message means that HMRC have matched the national insurance number and there have been no income found for the period requested (the citizen has received no PAYE income during this period).

"Income data cannot be retrieved at this time"

The workaround is to wait a couple of minutes and then click on the Income tab again to make another request for income information for the requested citizen in Searchlight to see if the error message reoccurs.

If the user has made a number of attempts to request income information and it still does not show raise an incident via DWP LASST Team (LAWELFARE.LASUPPORT@DWP.GOV.UK)