

NHS Test and Trace Self-Isolation Payments

Information for schools and parents

The Government recently announced that it has expanded the eligibility criteria for Test and Trace Support Payments to include a parent or guardian who is staying off work to look after a child who is self-isolating who meet the income eligibility threshold.

We (Durham County Council) are in the process of updating our scheme to accept applications from parents and guardians. We aim to be able to accept parent and guardian applications no later than 12 April 2021. Parents and guardians will be able to make a claim if their child's first day of self-isolation is 8 March 2021 or later and will be able to make a backdated application, providing their child's self-isolation period did not begin before 8 March 2021.

Parents/carers can email TestandTracePayment@durham.gov.uk if they would like to be notified when we start accepting parent and guardian applications. We will circulate the link to the website for applications once the application form has gone live.

What does this mean for schools?

To process the payments, the local authority must verify the information provided by the parent/carer on the application form with the child's school. This includes the following information:

- The child's name
- The child's age
- The child's main address
- The child's first day of self-isolation
- That the child didn't continue to attend the education or care setting when they should have been self-isolating.
- Whether the communication from the education or care setting is genuine (if this has been submitted by the applicant).

It would be helpful if your school could be in a position to quickly verify details of children within your school community who are self-isolating because they are a contact.

Processing of payments began on the 12th April 2021. Schools should expect contact from the local authority for confirmatory information from this time. Without verification, the local authority will be unable to make a payment to the parent/carer.

If parents/carers in your school community need support in completing the digital on-line form, they can contact Durham County Council on 03000 260000. If they require any other support to self-isolate then they can contact County Durham Together Community Hub on 03000 260 260 or email communityhub@durham.gov.uk