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Dear Parents/ Guardians

### **Financial help for those who have to self-isolate**

If you or someone in your household has tested positive for Covid-19, you will have to self-isolate for 10 days.

If you have been told you've been in close contact with someone who has tested positive for Covid-19, you must self-isolate for up to 10 days.

If you're on a low income and need to self-isolate but can't work from home, you might be able to apply for a Test and Trace – Self Isolation Payment.

#### How do I qualify?

You can apply if you are 16 years or over and you:

- have been told to stay at home and self-isolate by NHS Test and Trace either because you 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
- 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.

#### When can I apply?

All applications must be made within two weeks of your period of self-isolation ending.

#### When will I get the money?

We aim to pay you within **three working days**, once we have received the necessary evidence from you, and checked it.

You will need to:

- agree to comply with the notification from NHS Test and Trace
- provide your notification from NHS Test and Trace

- provide proof of your earnings or self-employed income
- provide proof of address, and bank statements

**Please note:** if you're unable to provide this information we will not be able to consider your claim, and we will not be able to pay you.

To complete an application, go to:

<https://www.hounslow.gov.uk/test-trace-payment>

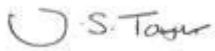
If you are unable to complete an application online or you are unable to provide the required evidence alongside your online application, **call 020 8583 4242** for additional support.

#### Financial difficulties due to Covid-19

Although the track and trace self-isolation payment is only for people who have to isolate, there is other financial support available you can access.

If you would like more information about this, please call us on **0208 583 4242** or you call the Community Hub directly on 020 7084 9697 for more information about other support you may need.

Yours sincerely



**Vicki Taylor**  
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