

Please reply to: Self-isolation Payment team

E-mail: [selfisolationpayment@enfield.gov.uk](mailto:selfisolationpayment@enfield.gov.uk)

Phone: 020 8379 1000

Textphone:

Fax:

My Ref:

Your Ref:

Date: 23 March 2021

Dear Head Teacher,

You have been sent some information in the DfE briefing about parents being able to apply for the Test and Trace support payment if they have to look after self-isolating children and are unable to work from home. The eligibility criteria are outlined below:


If you're not legally required to self-isolate, but you are the parent or guardian of a child who has been told to self-isolate, you could be eligible for a £500 Test and Trace Support Payment or discretionary payment if all the following apply:

- you're the parent or guardian of a child in your household who is self-isolating, and you need to take time off work to care for them
- your child is aged 15 or under, or aged 25 or under with an Education, Health and Care (EHC) Plan, normally attends an education or childcare setting, and has been told to self-isolate by NHS Test and Trace or by their education or childcare setting
- you're unable to work from home and will lose income because you have to care for your child while they are self-isolating
- you meet all the other eligibility criteria for a Test and Trace Support Payment or discretionary payment

The change in criteria to allow parents to apply for the Test and Trace Support payment came into effect from 8 March 2021. However, the Government only confirmed the exact details in the week ending 19 March 2021, so software and claim forms need to be updated to allow people to claim under the new criteria.

**Ian Davis**  
**Chief Executive**  
Enfield Council  
Civic Centre, Silver Street  
Enfield EN1 3XY

[www.enfield.gov.uk](http://www.enfield.gov.uk)

 If you need this document in another language or format contact the service using the details above.

The Department of Health have said that Local Authorities need to have the claim form and criteria in place by 7 April 2021 and no one can make a claim until these systems have been changed.

Residents have up to 42 days (six weeks) from the first day of self-isolation to apply for the payment. Once the application form and systems have been changed, residents can make a backdated claim.

Further guidance is available on Enfield Council's financial hardship page <https://new.enfield.gov.uk/services/your-council/enfield-response-to-covid-19/financial-hardship>, which has been updated about the change in criteria but will be further updated once parents can claim.

We will ensure that Head teachers and parents are informed once the forms to apply are available.

Thank you,

The Self-isolation payment team

**IMPORTANT** - Enfield residents should register for an online Enfield Connected account. Enfield Connected puts many Council services in one place, speeds up your payments and saves you time - to set up your account today go to **[www.enfield.gov.uk/connected](http://www.enfield.gov.uk/connected)**