



# Test and Trace Support Payments: Implementation Guide for Local Authorities in England

## Version 0.1

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### Document History

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## Contents

1. Purpose of this document .....	2
2. Test and Trace Payments: an overview .....	2
3. Eligibility for payments .....	3
4. Application process .....	4
5. Application form: minimum data requirements .....	5
6. Applications for discretionary payments: minimum data requirements .....	12
7. Pre-payment checks .....	12
8. Obtaining a CTAS number .....	13
9. Making payments .....	14
10. Records to be kept by local authorities .....	15

11. Taxation.....	15
12. Eligibility for other benefits.....	15
13. Evidence of failure to self-isolate .....	15
14. Fraud .....	15
15. Funding and demand.....	16
APPENDIX 1: Wider policy on self-isolation .....	17
APPENDIX 2: Proposed data to share with HMRC for tax reporting .....	19
APPENDIX 3: Application Form Example.....	23

## 1. Purpose of this document

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

## 2. Test and Trace Payments: an overview

From 28 September 2020, individuals will be entitled to a Test and Trace Support Payment of £500 if they:

- 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
- 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.

This payment is designed to support people on low incomes, if they will lose income as a result of self-isolating, and to encourage them 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 will last until 31 January 2021.

These payments will be made available from 28 September 2020, and local authorities should have arrangements in place to administer them by no later than 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.

Local authorities will also be able to make a discretionary £500 lump sum payment in exceptional circumstances to an individual who meets the main qualifying criteria for the Test and Trace Support Payment (i.e. they are a low-income worker who is unable to work because they are self-isolating) but is not in receipt of qualifying benefits and could suffer financial hardship as a result of not being able to work.

### **3. Eligibility for payments**

#### **Backdating**

Eligibility for the NHS Test and Trace Support Payment, including discretionary payments, will be 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**

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. 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.

#### **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 (so, 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 on the online application form and in the design process, local authorities are encouraged to reference any other local support that is available for people who have been instructed to self-isolate, such as food packages.

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

Local authorities should not approve applications for anyone who does not have a valid notification from NHS Test and Trace. The legal duty to self-isolate that comes into force on 28 September applies only to people who have been told to self-isolate by NHS Test and Trace. This means it is important that people who have tested positive share accurate information about their recent contacts with NHS Test and Trace.

### **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 instructed to self-isolate by NHS Test and Trace.

### **Applicants who are furloughed**

Local authorities should not make payments to applicants whose income is lower than normal because they are furloughed. Your website and online application form should make this clear. The Test and Trace Support Payment is for people facing a reduction in income because they cannot work while self-isolating.

## **4. Application process**

Local authorities will need to put 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 their local authority with:

- A notification from NHS Test and Trace asking them to self-isolate;
- Proof of receipt of one of the qualifying benefits;
- A bank statement; 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 this evidence has been verified, the local authority will pay the applicant £500. This payment should be made within three working days of receiving an eligible application.

Local authorities will need to determine equivalent processes for submission and assessment of claims for discretionary funding, where someone is on a low income but does not receive one of the qualifying benefits.

### **Application form**

Local authorities will need to design their own application form. An example of a payment application form can be found below.

### **Accessibility requirements**

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

### **How will people provide evidence?**

As applicants will be self-isolating at home, local authorities will need to put in place arrangements to allow them to upload their evidence electronically wherever possible. It is the responsibility of local authorities to ensure data security and that evidence provided is retained in line with their local policies.

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

### **Will local authorities need to put in place arrangements to allow 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 a citizen 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

This form does not allow anonymous reporting.

This is an account-based form

This form should NOT allow the manual input of addresses if outside of the borough boundary

Field	Business Rule	Type/Value
Title	Mandatory	Options <ul style="list-style-type: none"> <li>• Mr</li> <li>• Mrs</li> <li>• Miss</li> <li>• Ms</li> <li>• Other</li> </ul>
If other is chosen		Please state your title
First Name	Mandatory	Text Box
Last Name	Mandatory	Text Box
Postcode	Mandatory	Preferable link to Address base with search option Or Text Box
Business 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

## Service Specific Details Page

No	Question	Business Rules	Type/Values
1	Application Information		
2	If you have been contacted by NHS Test and Trace and have been told to self-isolate, you may be entitled to financial support. If you meet all the following eligibility criteria, you are entitled to a lump sum payment of £500:		

	<ul style="list-style-type: none"> <li>You have been told to self-isolate by NHS Test and Trace on or after 28 September 2020.</li> <li>You are employed or self-employed.</li> <li>You cannot work from home and will lose income as a result.</li> <li>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.</li> </ul> <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"> <li>NI number</li> <li>Your 8 digit test and trace ID number</li> <li>Your most recent bank statement, proof of self-employment or wage slips</li> </ul>		
3	Applicant details		
4	Who are you completing this application for?	Mandatory	Options <ul style="list-style-type: none"> <li>• Yourself</li> <li>• On behalf of someone else</li> </ul>
5	<p>If yourself selected go to 8</p> <p>If on behalf of someone selected go to 6</p>		
6	Name of applicant	Mandatory	Text -100
7		Mandatory	Text -100
8	Test and Trace		
9	Have you been contacted by NHS Test and Trace?	Mandatory	Options – tick box <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
10	<p>If Yes selected go to 12</p> <p>If no is chosen go to 11</p>		
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 digit NHS	Mandatory	Free text (8)

	Test and Trace ID number		
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"> <li>• Employed</li> <li>• Self-employed</li> <li>• Neither</li> </ul>
17	<p>If Neither is chosen go to 18</p> <p>If Employed is chosen go to 19</p> <p>If self-employed is chosen go to 22</p>		
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 question 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"> <li>• Yes</li> <li>• No</li> </ul>
25	<p>If yes selected “Unfortunately you do not meet the criteria for this scheme as you are able to work from home during your isolation period” end form</p> <p>If no selected go to 26</p>		



26	Will you have a reduction in earned income?	Mandatory	Options • Yes • No
27	If yes selected move to 28 If no selected “Unfortunately you do not meet the criteria for this scheme”. End form		

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 • Job seekers Allowance • Income support • Employment support Allowance • Housing Benefit • Pension Credit • None of these
30	If none of these is chosen go to 31 If any other option is chosen go to 32		
31	Unfortunately you do not meet the criteria for this scheme End form		
32	Please provide your National Insurance Number	Mandatory	National insurance prefix

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	Optional	Upload

	should also include proof of employment i.e. wages being paid to you or your most recent wage slips/bank statements		
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No	Question	Business Rules	Type/Values
39	Declaration		
40	<p>I confirm that the information is true and accurate. I agree to self-isolate for the required period and understand that if I fail to do will be required to pay the funds back.</p> <p>The Council relies on your consent to access your records contained in NHS Test and Trace data system, known as CTAS, for the purposes of confirming your eligibility for this scheme of payment. You can find more information on CTAS via the Privacy Notice please click here. Your data will not be shared with other entities outside of the Council for any purpose and you may withdraw your consent at any time by contacting the Council on 588119. Please be aware that if you do withdraw your consent, you will no longer be entitled to the payments under this scheme. For information about how we will process the information gathered on the form, please click here.</p>		
41	Do you agree to the above declaration	Mandatory	Tick box to agree
<b>Summary Page</b>			
All form details to pull through to summary page			

<b>Suggested Submission Email to customer</b>
<p>Subject: Application for financial support for residents self-isolating (Service Request ID)</p> <p>Dear &lt;Customer/Name&gt;</p> <p>Thank you for your application.</p> <p>Your reference for this request is &lt;ID&gt;</p>

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 2 working days.

Thank you

<Team responsible>

<Local Authority name>

#### Queue accessibility or back office email

Revs and Bens staff to access SRs from queue

Verify checks to be made on Track and Trace data Accept or Reject

Verify checks to be made on DWP re benefits – Accept or reject

Overall outcome Approve or Reject

Email required for both SR to auto close

#### 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 the next 2 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. Applications for discretionary payments: minimum data requirements**

Guidance around data requirements to support discretionary applications is currently in progress and will be issued upon completion.

## **7. Pre-payment checks**

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

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

### **Checking that an applicant is receiving one of the qualifying benefits**

Local authorities should use the DWP's Searchlight system to check that each applicant is receiving one of the qualifying benefits.

### **Applicants who have applied for benefits but are not yet receiving them, or have an outstanding appeal against a decision not to award them a benefit**

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 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. To check this, local authorities should use data provided from the Contact Tracing and Advice Service (CTAS) system (see below).

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 about the nature of their work and whether they can do this work from home, and whether they are employed or self-employed. These questions should be asked before applicants are asked to confirm whether they will lose income while self-isolating.

For applicants who are self-employed, local authorities should 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 both that they cannot work from home while they are self-isolating and that 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 continued to pay them a full wage while they self-isolated would not be eligible.
- Someone whose employer paid them a reduced wage while they self-isolated would be eligible (they have lost income).
- Someone with two part-time jobs who continued to be paid a full wage by one employer, but whose other employer did not pay them while self-isolating, would be eligible.

## **8. Obtaining a CTAS number**

The NHS Test and Trace service 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. The CTAS Account ID is a 8-character identifier unique to each record on the web tool (e.g. 4a2c204a).

Most citizens 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 either via a text message or email) contains the 8-character Account ID.

All cases and contacts who 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 citizen advice message upon completion of the NHS Test and Trace questionnaire. The citizen 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.

Local authorities will be able to use the web-based PowerBI based Eligibility Checker to check whether an applicant has a CTAS number. We will provide advice very shortly on how local authorities can indicate which users need to have access to the Eligibility Checker.

## **9. Making payments**

Local authorities should pay eligible individuals within three working days of receiving their application. Payments should be made up front, as a single payment, to the bank account matching the bank statement they have 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 link to information to tell people how to exercise their first right of appropriation on the £500 payment, so their bank doesn't use it to pay their overdraft if they are overdrawn. 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 for applications to receive a discretionary payment. People who are turned down will not be eligible because they do not meet the criteria.

However, where possible, local authorities should work with applicants to make sure they provided 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, local authorities may wish to consider if the individual meets the criteria for a discretionary payment.

## **10. Records to be kept by local authorities**

We will confirm shortly the arrangements for monitoring and reporting. As a minimum, we anticipate that local authorities will need to keep a record for these purposes of:

- The number of applications for payments under the standard eligibility criteria
- The number of approved applications for payments under the standard eligibility criteria
- The number of applications for discretionary payments under the scheme
- The number of approved applications for discretionary payments under the scheme
- The number of approved applications for which post-payment checks indicate the applicant was not eligible.

## **11. Taxation**

These payments will be subject to income tax. Payments under the standard eligibility criteria will not be subject to National Insurance contributions; we will confirm the position shortly for discretionary payments. The table in **Appendix 2** provides an initial overview of the data HMRC will require from local authorities to be able to tax the payments. Further operational guidance will be provided setting out how this information will be shared with HMRC.

## **12. Eligibility for other benefits**

These payments will be disregarded when calculating eligibility for other benefits. This includes calculating entitlement to Universal Credit.

## **13. Evidence of failure to self-isolate**

If a local authority becomes aware, either through post-payment verification checks or through other means, that someone has not self-isolated, they will need to refer the case to the police. Guidance will follow on how to handle recovery of the payments made to the individual.

## **14. Fraud**

Local authorities will be responsible for fraud-prevention measures. Discussions are currently underway around best practices to bolster counter-fraud measures and guidance will be issued in due course.

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 your costs of running the scheme. Local authorities will not be liable for any unrecoverable costs due to fraud.

## **15. Funding and demand**

### **Funding**

The UK Government will provide funding to meet the full estimated costs of delivering the Test and Trace Support Payment and the discretionary fund. This includes your set-up, programme and administration costs.

Further details will follow on the funding for programme costs (costs of payments to applicants), administrative costs and the discretionary fund.

There will be a 'down-payment' based on expected programme/admin costs with additional funding provided as necessary on a monthly basis (based on changes in estimated costs) – and a fixed four-month envelope for the discretionary fund.

The administrative funding will be designed to cover the full 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.

### **Projected demand**

If you introduce the scheme later than 28 September, you will need to be prepared to work through an initial backlog of cases.

Local authorities should be prepared for potential increases in cases, either when the Coronavirus Job Retention (furlough) scheme ends on 31 October 2020 or due to increased COVID-19 transmission over the period of the scheme.

Our modelling estimates that 800 people per day across England would receive the Test and Trace Support Payment if average COVID-19 incidence was at its levels on 17 September 2020, with likely costs varying in proportion to changes in incidence above or below that baseline level.

Demand will depend in part on COVID-19 transmission levels in each area. If the 800 cases in England per day in the scenario above were evenly distributed across the country, a local authority with 250,000 residents could expect four people per day to become eligible, with likely numbers varying in proportion to changes in incidence above or below that baseline level.



## **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 transmission.

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.

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 will:

- 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 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.
- 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.
- provide discretionary funding 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.

### **How will the duty to self-isolate be imposed?**

The proposed legal duties will apply in England only. Anyone notified of a positive test result and any of their notified contacts will have a legal duty to self-isolate. Guidance will make clear that people who have symptoms should, as now, self-isolate while they get a test.

Those testing positive for COVID-19 will be 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 will be 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 will be 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: 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.	AANNNNNN 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: AANNNNNNNA or AANNNNNNN 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
Payment Date		Insert the date on which the payment was made	Mandatory	LA/DA

		Format MUST be: DDMMYYYY e.g. 03082017 DON'T include Spaces or Dividers		
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
DOB	Date of Birth	Format MUST be: DD/MM/CCYY e.g. 03/08/1966	1 Conditional if known	Applicant

	For QA purposes and exception handling and SA matching	If NOT known leave BLANK		
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 any Line Breaks in the address	2 Conditional if known	LA/DA

		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.

## APPENDIX 3: Application Form Example

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

Test and Trace Self Service Isolation

### Applicant details

First name

Last name

Contact number

Email

What is your address?

Building and street

Town or city

County


Postcode

[Save and continue](#)

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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. If you meet the all of the following eligibility criteria, you are entitled to a lump sum 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.

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:

- NI number
- Your 8 digit test and trace ID number
- Your most recent bank statement, proof of self-employment or wage slips

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 digit CTAS 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

[Choose file](#) 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

[Save and continue](#)

[< Back](#)



## Benefits details

Which of the following benefits do you receive?

- ☐ Universal Credit
- ☐ Working Tax Credit
- ☐ Job seekers Allowance
- ☐ Income support
- ☐ Employment support Allowance
- ☐ Housing Benefit
- ☐ Pension Credit
- ☐ None of these

**National Insurance number**

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

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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 slips/bank statements

No file chosen

Save and continue

[< Back](#)

## Declaration

I confirm that the information is true and accurate. I agree to self-isolate for the required period and understand that if I fail to do will be required to pay the funds back.

The Council relies on your consent to access your records contained in the NHS Test and Trace data system, known as Data System (CTAS,) for the purposes of confirming your eligibility for this scheme of payment. You can find more information on CTAS via the Privacy Notice please click here. Your data will not be shared with other entities outside of the Council for any purpose and you may withdraw your consent at any time by contacting the Council on 588119. Please be aware that if you do withdraw your consent, you will no longer be entitled to the payments under this scheme. For information about how we will process the information gathered on the form, please click here.

Do you agree with the above declaration?

☐

Save and continue

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## Review your answers

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

Submit your application

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## Application submitted

### Application complete

Your reference number  
**HDJ2123F**

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