

Contact: Customer Services
Direct Tel: 03000 260000
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Our ref: CS/2020



29th June, 2021.

Dear Colleague

Our reference number is FS-Case-345409517

The Government launched the new test and trace support payment of £500 for those told to self-isolate from 28th September 2020. The information below is for you to consider in relation to any cases you have had within your establishment from 28th September 2020. If any of the contacts you identified could be eligible for this payment but have not had a formal notification from the national test and trace programme, you can support them to access this via the information below; as residents applying for the payment must have the unique Test and Trace Account ID in order to make a claim.

We need to support individuals who have been told to self-isolate and have had a reduction in their pay during the self-isolation period and who may be accessing one of the qualifying benefits. We are working with the Assessment and Awards Team in the Council to ensure that those who are entitled to a Test and Trace support Payment are able to progress an application.

In order to enable individuals to obtain this unique ID number, a Self Isolation Service has now been set up, which is a telephone line for Employers and establishments to provide NHS Test & Trace with a list of people who have been identified as contacts of a case of COVID-19 in your establishment, and therefore who must self-isolate.

In order to ensure that any staff working in your workplace, who is eligible, can apply for a Test and Trace Support payment, we would ask that you:

1. Collate a list of appropriate contacts for the positive case in your establishment including their name, address, date of birth, telephone number and email address.
2. Obtain the CTAS ID of the positive case from your establishment.
3. Call the new Service on 020 3743 6715 as soon as you have collated all of the information in 1 and 2.

It is important that you call as soon as you have had a positive case in your establishment (and every time thereafter), because all contacts identified are then

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formally logged with NHS Test & Trace. The individuals will then be contacted via email and provided with their unique ID number.

This allows those contacts who are eligible, to receive a Test and Trace support payment from their Local Authority. Without the NHS Test & Trace reference, they cannot receive financial support.

Please note that you will need the CTAS ID of the person who had a positive case, in order to be able to record the contacts from your establishment – please ask the employee/person at your establishment who tested positive to provide this to you as soon as they receive it, so that you can call the hub as soon as possible to be able to support your employees and visitors at the earliest opportunity.

The CTAS numbers for your employees who are identified as contacts will not be provided over the phone. They will be emailed individually with a code using the information you have provided. Further guidance on who may be eligible and how to go about this can be found here: <https://www.gov.uk/government/publications/test-and-trace-support-payment-scheme-claiming-financial-support/claiming-financial-support-under-the-test-and-trace-support-payment-scheme>

Your sincerely

Customer Services Team

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