



The Shared Revenues Partnership

Discretionary Self Isolation Payment Scheme

Guidance & Procedures

April 2021

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1. What is the Shared Revenues Partnership?

- 1.1. The Shared Revenues Partnership ('SRP') is a partnership undertaking the billing and collection of Council Tax and Business Rates and administering Housing Benefit, Council Tax Reduction and Discretionary Housing Payments on behalf of three councils: Babergh District Council; Ipswich Borough Council; and Mid-Suffolk District Council.
- 1.2. Each of the member councils is responsible for administering the Self Isolation Payment Scheme and any entitlement to Discretionary Self Isolation Payments in its area; each has agreed that the Shared Revenues Partnership will administer the schemes on their behalf using the guidance and procedures within this document to promote the clear administration of their Discretionary Support Payment Scheme.

2. What are Discretionary Support Payments?

- 2.1. As part of the Government's response to Covid19, local authorities have received money from central government to allocate to residents who have been asked to self-isolate as a consequence of contracting Covid19 or coming into close contact with someone who has tested positive by the NHS Test and Trace Service.
- 2.2. The funding has been allocated in two parts. One fund for the delivery of the main scheme – where the eligibility criteria has been defined by Government, and a second fund for Discretionary Support Payments; the eligibility criteria for Discretionary Support Payments is determined by the Local Authority administering the scheme. This document relates solely to the administration of the Discretionary Support Payment Scheme.
- 2.3. Local Authorities are each required to administer a local Discretionary Support Scheme to compensate residents who do not meet all of the requirements of the prescribed main scheme but still suffer a detriment to their income as a result of following the requirement to self-isolate.
- 2.4. The Discretionary Support Scheme will run from 28th September 2020 to 30th June 2021.
- 2.5. The amount of money available to local authorities for Discretionary Support Payments is limited and the amount they may spend has been capped.
- 2.6. The councils' aim is to use the limited funds available to help to ensure that residents who meet the main principles are equally compensated against their loss of income when self-isolating even if they are not in receipt of one of the prescribed welfare benefits necessary for an award under the main scheme eligibility criteria.

2.7. This guidance document explains how the councils propose to do this.

3. Who is entitled to claim a Discretionary Support Payment?

3.1. From 28th September 2020, individuals will be entitled to a £500 Discretionary Support Payment if they meet the following criteria:-

3.1.1 Have been told to stay at home and self-isolate by NHS Test & Trace, either because they have tested positive for Covid19 or have recently been in close contact with someone who has tested positive;

3.1.2 Are employed or self-employed;

3.1.3 Are unable to work from home and will lose income as a result; and

3.1.4 Are suffering financial hardship as they are unable to work and have a limited income.

3.2. Providing they are:

3.2.1 Not currently receiving Universal Credit, Working Tax Credit, income-based Job Seekers Allowance or income-based Employment Support Allowance, Income Support, Housing Benefit and or Pension Credit; and

3.2.2 Earning less than £19,200 gross per annum as a single person or £37,400 per annum as a couple or single parent household; and

3.2.3 Have less than £3000 in household savings.

3.3. Parents or Guardians

From 8th March 2021, the Parent or Guardian of a child or young person in the same household who has been told to self-isolate by their school or childcare setting may be eligible for a discretionary fund payment, providing they are:

3.3.1. employed or self-employed; and

3.3.2. need to take time off work to care for your child or young person while they self-isolate. This is limited to one parent or guardian per household for the child or young person's self-isolation period, and

- 3.3.3. be unable to work from home while undertaking caring responsibilities and will lose income as a result, and
- 3.3.4. be the parent or guardian of a child or young person who has been told to self-isolate who is aged 15 or under (or 25 or under with an Education, Health and Care Plan (EHC)).
- 3.3.5. Meet all the conditions in 3.2.1, 3.2.2 & 3.2.3 above.

4. How do residents apply for a Discretionary Support Payment?

- 4.1. The council can only consider a Discretionary Support Payment if residents meet the following conditions:
 - 4.1.1. they make a claim; and
 - 4.1.2. they submit the required evidence to support their claim.
- 4.2. The fact that applicants meet the qualifying conditions, does not mean that they will always receive a Discretionary Support Payment. The Fund is capped and councils are not permitted to overspend.
- 4.3. Whether the council makes a payment will depend on the circumstances of the claim. The councils have, however, identified a set of common objectives & priorities for the allocation of their Discretionary Support Payment funds.

5. The councils' objectives and priorities

- 5.1. The councils' objectives are to use the limited funds available to:
 - 5.1.1. alleviate poverty and financial hardship, and
 - 5.1.2. encourage residents to get tested if they have symptoms;and
 - 5.1.3. encourage residents who are asked to self-isolate to follow the guidance for self-isolating; and
 - 5.1.4. to make payments within 3 working days of receiving a claim complete with all the required supporting information.

6. Who will decide the claim?

- 6.1.** A benefit officer will decide the claim. They may ask the applicant to provide the council with further information. If the officer does so, the applicant must provide the information requested within such time as the council thinks appropriate. If they fail to provide the required information, the council may not be able to decide their claim and may have to refuse it.
- 6.2.** The officer will check the applicants eligibility for a Discretionary Support Payment. This will include checking that they meet all the requirements of the scheme and confirming with the NHS service that they have been told to self-isolate by them.
- 6.3.** The officer will advise the applicant of the outcome of their claim and if they are unable to make a payment, the reason(s) for their decision.

7. Decisions

- 7.1.** The councils aim to determine each claim for Discretionary Support Payments upon receipt of a fully completed claim and allowing a payment to be made within 3 working days (or as soon as is reasonably practicable) thereafter.
- 7.2.** Eligibility for the NHS Test and Trace Support Payment, including discretionary payments, is for people who are told to self-isolate on or after 28 September 2020 and who meet the relevant eligibility criteria. Consideration cannot be given to any request to self-isolate made prior to 28 September 2020.
- 7.3.** Applications can be made up to 42 days after a period of self-isolation has ended. Local authorities have been instructed not to consider applications made after this point.
- 7.4.** Some individuals may be asked to self-isolate by NHS Test and Trace more than once. An application can be made and paid for each separate period of self-isolation providing the periods do not overlap.

8. Payments

- 8.1.** A payment of £500 will be made to a bank account held in the applicants name, matching the bank statement provided in support of their claim, by direct bank transfer.

- 8.2. Applicants who are overdrawn may exercise their right of appropriation on the £500 payment. Details of how to do this is available (*insert link here).
- 8.3. Discretionary Support Payments are taxable. The payment will be reported to Her Majesty's Revenues and Customs (HMRC) who will account for this payment.

9. Appeals

- 9.1 There is no right of appeal against a decision made. Claims will be determined ineligible if they do not meet the eligibility criteria or will be refused if the funds are exhausted.

10. Contact information

- 10.1. For more information about claiming Discretionary Support Payments or to make a claim, please use the contact information below for your council.

Babergh District Council & Mid Suffolk District Council

Telephone: 0300 123 4000 (9am to 5pm Monday to Friday)

Email: customer.services@baberghmidsuffolk.gov.uk

Online enquiries: [click here](#)

Ipswich Borough Council

Telephone: 01473 432000

Email: benefits@ipswich.gov.uk

Online enquiry: [click here](#)

11. Document review and control

Review

- 11.1. The councils have agreed that this guidance note will be reviewed if the National Self Isolation Scheme is extended beyond the planned end date of 30th June 2021.

Control log

Date	Version	Description	Sections affected
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06.10.2020	0.1	Draft	All
07.10.2020	0.2	Draft	Section 3,7 & 8
08.10.2020	0.3	Draft	All
14.10.2020	0.4	Final	All (replacing customer with resident/applicant), 3.2.3 & 11.1
18.12.2020	2.0	Revised Scheme	3.2
23.04.2021	3.0	Revised Scheme	3.3 inserted, 2.4 end date extended, 7.3 application period. Review date 11.1.