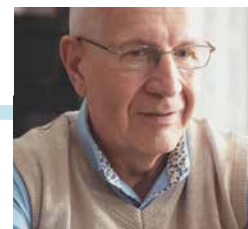
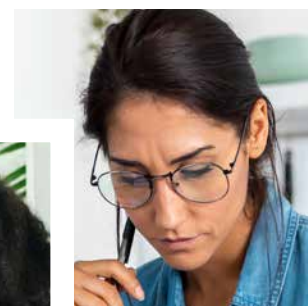


# Test and Trace

## Support Payments

### in Walsall



### What are Test and Trace Support Payments?

Individuals who are informed by NHS test and trace on or after 28 September 2020 to self-isolate due to receiving a positive COVID-19 test – or have been identified by NHS test and trace as a 'close contact' of someone with a positive COVID-19 test may qualify for a support payment of £500 if they will lose money due to self-isolation.

### What are the qualifying criteria?

To be eligible for the Test and Trace Support Payment, an individual must:

- have been asked to self-isolate by NHS test and trace either because they've tested positive for Coronavirus or have recently been in close contact with someone who has tested positive
- be employed or self-employed
- be unable to work from home and will lose income as a result
- be 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.

### How to claim

You can make your application online and upload the required evidence, please visit [https://go.walsall.gov.uk/residents\\_COVID\\_support](https://go.walsall.gov.uk/residents_COVID_support) to apply, if you are unable to use the online application process you can contact us on **01922 654111**. A discretionary scheme will also be available for customers who meet all the criteria but do not receive a qualifying benefit but are receiving a low income and will struggle financially during self-isolation, you can make an application through the portal as above or contact us by telephone should you need help or support.

For more detail on how the local authority uses and shares your information as part of the COVID-19 response, please visit the Privacy notice at [https://go.walsall.gov.uk/privacy\\_statement/service\\_area\\_privacy\\_notices](https://go.walsall.gov.uk/privacy_statement/service_area_privacy_notices)

**If you require this information in an alternative format please contact us on 01922 654111.**



**Walsall Council**

# Making Connections Walsall

## Are you a resident of Walsall in need of support?

### Would you like someone to talk to?

Making Connections Walsall is a friendly service for people in Walsall that aims to address loneliness and social isolation and other issues you may be facing.



#### How does it work?

There are lots of groups, organisations and clubs in Walsall which can support the health and well-being of local people. However, people often don't know about them. Referrals are processed by the West Midlands Fire Service (WMFS) who will connect you to your local hub organisation.

The social connector will contact you and they will discuss with you the types of activities you enjoy and will help you identify not only activities, but projects and services available in your community to support you.

#### Who is eligible?

- Residents of all ages within Walsall
- Those that are experiencing hardship, loneliness and isolation
- Families, individuals and older people
- This service is about helping and supporting people to overcome the barriers that are affecting them providing a listening ear and helping hand.

**To discuss or make a referral, please contact: 0121 380 6690**

You will be contacted by your local hub within 3 working days. A telephone assessment of your needs will be done, or a face to face assessment if Covid guidelines allow.

For more information visit: [www.walsall.gov.uk/covid-19\\_information](http://www.walsall.gov.uk/covid-19_information)



**Walsall Council**

**WEST MIDLANDS FIRE SERVICE**

