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COVID-19 Self-Isolation Support Scheme

An Internal Review

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COVID-19 Self-Isolation Support Scheme: An Internal Review

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Views expressed in this report are those of the researcher and not necessarily those of the Welsh Government

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Glossary

Acronym/Key word

KAS	Knowledge and Analytical Services
PHW	Public Health Wales
TAC	Technical Advisory Cell
TTP	Test, Trace and Protect
WLGA	Welsh Local Government Association

1. Introduction

- 1.1 Welsh Government policy officials from the Education and Public Services Group approached Knowledge and Analytical Services (KAS, Welsh Government) to undertake an internal review of the COVID-19 Self-Isolation Support Scheme.
- 1.2 The Self-Isolation Support Scheme was launched in November 2020 and was designed to encourage people to stay at home by removing any potential financial barriers to adhering to self-isolation requirements. The scheme has been adapted a number of times to expand the eligibility criteria and extend the length of the scheme with the intention that those most in need can access support.
- 1.3 The scheme was open to anyone receiving Universal Credit and other specified benefits, who had to self-isolate because they have COVID-19 or have been told to by TTP because they had been identified as a close contact of someone who had tested positive. It was also determined that there would be a discretionary element to the scheme for those who did not meet the criteria but who faced financial hardship as a result of self-isolating.
- 1.4 Initially introduced in November 2020, payments were backdated and administered to individuals eligible for support from October 2020 to March 2021. It was determined in consultation with local authorities, principally via the Welsh Local Government Association (WLGA), that the scheme would be administered and payments distributed via local authorities, owing to the perceived benefits of bringing the main self-isolation payment and the discretionary payment together under the same delivery model.
- 1.5 The objectives of the scheme were to address and alleviate barriers to self-isolation among individuals who had tested positive for COVID-19 or had been in close contact with someone who had tested positive (as identified by Test, Trace and Protect (TTP) teams), and are on a low income, would be unable to work from home and would lose income as a result of being required to self-isolate for the mandatory (then) two-week period¹. It was known that the existing evidence base on financial intervention to enable adherence to social isolation requirements was

¹ [A timeline of COVID-19 restrictions in Wales](#)

limited and weak. However, it was understood that individuals contacted by the TTP team were consistently reporting that financial constraints or income losses were barriers to self-isolation. Consequently, it was determined that a payment of £500 would be offered to individuals who were required to self-isolate and met an agreed eligibility criteria to access the Self-Isolation Support Scheme.

- 1.6 The scheme has been adapted a number of times over the course of the pandemic and in response to changes to Welsh Government self-isolation requirements. Periods of increased infection rates for COVID-19 resulted in a marked increase in applications to the scheme, which aligned with modelling and projections undertaken by the Technical Advisory Cell (TAC) up until October 2021. Further evidence undertaken by Beaufort Research between December and January 2021 and published by Public Health Wales (PHW)² following the implementation of the initial scheme in November 2020 identified that the £500 payment and discretionary payment were “making a difference to recipients’ financial circumstances arising from self-isolation and was appreciated.” However, following the UK Government’s announcement of an increase to the income tax personal allowance and basic rate limit to bring it in line with inflation in February 2021³, concerns were raised that the £500 payment may not cover living expenses for the (then revised) 10 day self-isolation period. Policy-led stakeholder engagement also suggested that an increased amount could provide people with more assurance that their living expenses would be met. The approaching end to the Job Retention Scheme in September 2021 meant there would no longer be a safety net for employers to furlough employees who needed to self-isolate in line with self-isolation regulations. Further concerns were also raised that the reduction to the weekly top up payment to Universal Credit would also be implemented in September 2021, and result in applicants experiencing a shortfall in their weekly income. Consequently, in August 2021, the Minister for Finance and Local

² McAllister, Blunt and Davies, (2022) '[Financial challenges linked to self-isolation and perceptions of the Self-Isolation Support Scheme in Wales: qualitative findings](#)'. Welsh Government.

³ HM Treasury, Budget 2021: overview of tax legislation and rates, March 2021 (Annex A: Rates and Allowances).

Government approved an increase to the self-isolation support payment, bringing it to £750 with a commitment to review the scheme after 3 months.

- 1.7 This paper presents findings from the review of the COVID-19 Self-Isolation Support scheme undertaken by social researchers in Knowledge and Analytical Services (KAS, Welsh Government). This small-scale, internal review comprises findings drawn from an online survey administered to a sample of recipients of the scheme, who received a payment from the scheme between 1 June and 30 November 2021.

2. Methodology

- 2.1 The purpose of the survey was to capture the experiences and perceptions of people who have received a COVID-19 Self-Isolation Support Payment and to better understand whether and to what extent the payment may have alleviated the anticipated financial impacts of self-isolation.
- 2.2 The survey questions were developed by social researchers in KAS in collaboration with policy officials from the Communities and Tackling Poverty Division. The survey was developed using Smart Survey, an online survey platform which allows participants to complete surveys using a mobile phone, tablet or computer. The draft survey was shared with four local authorities, each of which were responsible for administering the scheme in their local area, for their feedback on the survey content. The draft survey tool was also circulated among the social researchers and policy officials involved in the project to test the functionality and flow of the survey platform and design. The survey was translated into Welsh, accompanied by a bilingual participant information sheet, FAQs and a privacy notice, and could be completed in either English or Welsh.
- 2.3 It was acknowledged that participation by all twenty-two local authorities would place the Self-Isolation Support Scheme under significant pressure, impacting on the capacity to make prompt payments. To assist, some local authorities who were members of the Self-Isolation Support Payment Steering Group agreed to participate. Four local authorities participated in the research, namely Cardiff, Ceredigion, Rhondda Cynon Taff and Wrexham. The purposive sample was

constructed to include a mix of rural and urban, and linguistically diverse populations. The local authorities were asked to distribute a bilingual email template to a sample of recipients of the Self-Isolation Support Payment inviting them to complete the survey. The local authorities involved and the survey sample are set out in Table 1.

Table 1: Participating local authorities and survey sample

Local Authority	Number of invitations sent to participants
Cardiff	500
Ceredigion	405
Rhondda Cynon Taf	780
Wrexham	550
Total:	2,235

2.4 A total of 2,235 invitations to participate were sent to recipients of the Support Payment. The number of invitations sent in each local authority varied as a result of the different levels of demand for Support Payments between local authorities. The survey was live for completion for a period of five weeks between 15 November and 20 December 2021.

2.5 222 responses were received, comprised of 144 completed responses and 78 partial responses. 27 responses were excluded from the analysis because they were duplicates (identified by reference to the IP address of the respondent) or because the participant did not answer any of the questions. In total, 195 survey responses were included in the analysis. This equates to a response rate of 8.7 per cent. The survey data does not indicate which local authority each respondent was resident in, so the geographical spread of responses cannot be established.

2.6 Given the small sample and low response rate, it is important to recognise the limitations that apply to these survey data. It is not possible to consider these data as representative of the population in receipt of support from the Self-Isolation Support Scheme or as representative of a population of residents who may have benefited most from additional support during the COVID-19 pandemic. Findings should be treated as indicative only.

- 2.7 It is possible that these survey data are limited by non-response bias. It is important to consider that individuals who did not self-isolate, whilst also being in receipt of support from the Self-Isolation Support Scheme, may have been reluctant to respond to the survey. Other factors may also have influenced the number of responses and profile of respondents, such as questions about personal finances and assumptions that participation in the survey may have an impact on eligibility for future support. These factors were mitigated as much as possible in the information provided to participants, but could not be eliminated altogether.
- 2.8 For those who did respond to the survey, some may have felt that it was socially desirable to respond to questions in a manner that would be viewed favourably by others, such as compliance with self-isolation requirements. This may result in some over-reporting of desirable behaviours. Online surveys such as this should lessen socially desirable responses in comparison with face-to-face interviews because the survey responses were anonymous, but given the topic of the research this bias cannot be mitigated altogether.
- 2.9 The survey questions are included in Annex A. The only mandatory question in the survey was the first question, which asked respondents to indicate the amount they had received from their Self-Isolation Support Payment. The remainder of the questions were optional because they related to personal finances, a topic which participants may not have felt comfortable responding to, particularly those experiencing financial hardship.

Profile of Participants

- 2.10 Accepting the limitations outlined above, the survey data show that the majority of respondents were aged 35-44 (26 per cent), followed by those aged 25-34 (17 per cent), 45-54 (13 per cent), 18-24 (11 per cent), 55-64 (7 per cent) and 65 or older (1 per cent).⁴
- 2.11 The sample was not evenly balanced by gender; 51 per cent identified as female and 24 per cent as male.

⁴ 25 per cent of respondents did not answer questions related to age, gender, ethnicity or disability status.

- 2.12 The majority of the respondents (67 per cent) were of a White ethnic group, with 3 per cent identifying as Black or Black British, 2 per cent as Asian or Asian British, 1 per cent as Mixed or Multiple ethnic group and 1 per cent as any other ethnic group.
- 2.13 17 per cent of participants reported having a disability. In terms of the impact of the disability on their ability to carry out day-to-day activities, 11 per cent reported that it impacted them a little, 3 per cent reported a lot of impact and 3 per cent no impact at all.
- 2.14 As the Self-Isolation Support Scheme is aimed at individuals who would be financially disadvantaged by having to self-isolate, respondents were asked to provide information on their employment circumstances.
- 2.15 Over one third (34 per cent) of participants were employed part-time, with 29 per cent employed full-time. 13 per cent of the sample were self-employed. Responses labelled 'other' included agency work, supply staff and bank staff (Table 2).

Table 2: Employment status during self-isolation

Response	Percentage of respondents
Employed full-time (35 hours or more per week)	29
Employed part-time (Fewer than 35 hours per week)	34
Employed full-time (35 hours or more per week), but furloughed	1
Employed part-time (Fewer than 35 hours per week), but furloughed	2
Self-employed	13
Other	3
Prefer not to say	18

Base: 195 respondents.

- 2.1 Of the 128 respondents who indicated they were employed, 16 per cent specified that they were employed under zero-hours contracts, with 3 per cent answering 'Don't know'. In this context, a zero-hours contract was defined as a contract

where the individual is not guaranteed a minimum number of hours per week, and is only paid for the number of hours that they actually work.⁵

- 2.2 In order to understand more about the employment circumstances of recipients of the Self-Isolation Payment, respondents were asked how many hours of paid work they completed in an average week, prior to their period of self-isolation.
- 2.3 As shown in Table 3, there was a range of working hours amongst the respondents, the most common being 31-40 hours per week. 7 per cent of respondents' working hours varied considerably from week to week.

Table 3: Average weekly hours prior to self-isolation

Response	Percentage of respondents
Fewer than 10 hours	4
11-20 hours	10
21-30 hours	18
31-40 hours	21
More than 40 hours	16
My working hours varied considerably from week to week	7
Prefer not to say	24

Base: 195 respondents.

- 2.4 Participants were also asked to indicate their total personal income from all sources, excluding the Self-Isolation Payment they received. They were asked to indicate their gross income, and to include furlough pay if they were furloughed at that time. Questions relating to personal income were not mandatory, and participants had the option to select 'prefer not to say'. As shown in Table 4, more than half of respondents (59 per cent) had an income of less than £20,800 per year.

⁵ Office for National Statistics (2018) 'Contracts that do not guarantee a minimum number of hours: April 2018' [Contracts that do not guarantee a minimum number of hours - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peopleinwork/contractsandvacancies/articles/contracts-that-do-not-guarantee-a-minimum-number-of-hours-april-2018)

Table 4: Average income, excluding Self-Isolation Payment

Response	Percentage of respondents
Less than £200 a week / less than £870 a month / less than £10,400 a year	31
£200 to £399 a week / £870 to £1,729 a month / £10,400 to £20,799 a year	28
£400 to £599 a week / £1,730 to £2,599 a month / £20,800 to £31,099 a year	7
£600 to £799 a week / £2,600 to £3,459 a month/ £31,100 to £41,499 a year	1
£800 or more a week / £3,460 or more a month / £41,500 or more a year	0
Don't know	6
Prefer not to say	27

Base: 195 respondents

3. Findings

3.1 The Support Payment amount increased from £500 to £750 with effect from 9 August 2021. All respondents were asked to indicate whether they had received a Self-Isolation Payment of £500 or £750. Half of all survey respondents received £500, and half received £750.

The majority of respondents felt that the payment they received enabled them to self-isolate and prevented them from falling into debt. Just under a third of respondents agreed that they would not have self-isolated without a payment, with one fifth agreeing that they would not have self-isolated if the payment had been less than the amount they received.

3.2 Respondents were asked to what extent they agreed or disagreed with a series of statements about the Self-Isolation Payment they received:

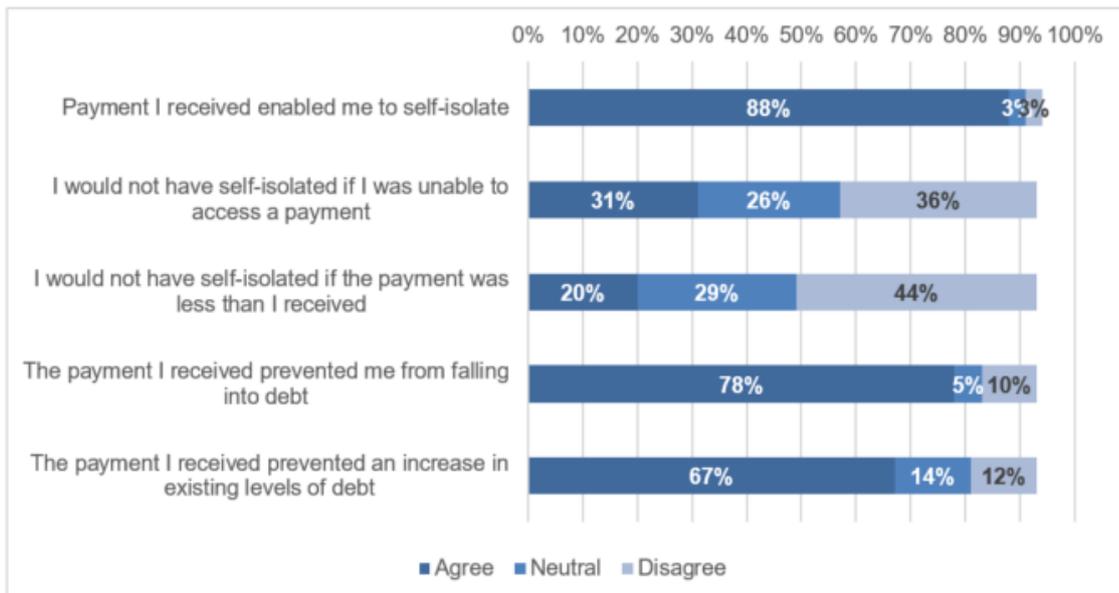
- The Self-Isolation Payment I received enabled me to self-isolate.
- I would not have self-isolated if I was unable to access a Self-Isolation Payment.
- I would not have self-isolated if the Self-Isolation Payment was less than the amount I received.
- The Self-Isolation Payment I received prevented me from falling into debt.

- The Self-Isolation Payment I received prevented an increase in existing levels of debt.

3.3 As shown in Figure 1, around nine out of ten respondents (88 per cent) agreed that the payment they received enabled them to self-isolate. Almost a third of respondents agreed that they would not have self-isolated if they had been unable to access a self-isolation payment, and one fifth of respondents (20 per cent) agreed that they would not have self-isolated if the payment available had been less than they actually received.

In terms of the impact on respondents' finances, the majority (78 per cent) agreed that the payment they received prevented them from falling into debt, with two-thirds (67 per cent) agreeing that the payment prevented an increase in their existing debts. For the 22 per cent of respondents who disagreed with these statements relating to debt, it is unclear whether this means the payment they received was not enough to avoid falling into debt, or whether the individuals were not at risk of falling into debt.

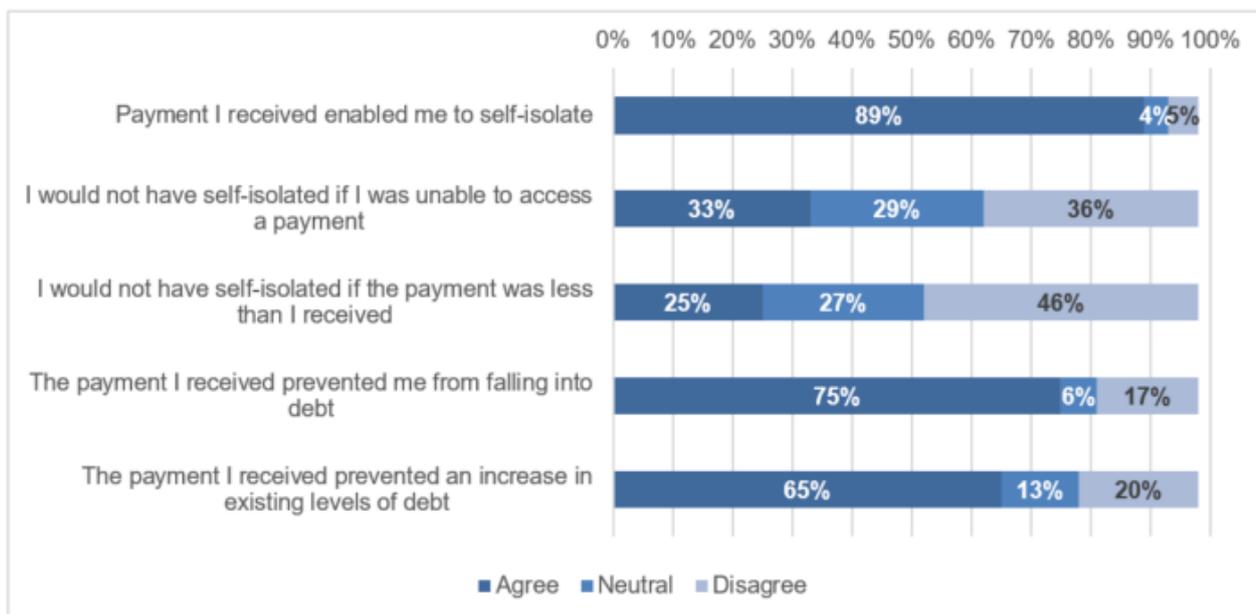
Figure 1: Statements about the Self-Isolation Payment (All Respondents)



Base: 195 respondents.
 'Agree' category includes 'Strongly agree' and 'Agree'; 'Disagree' category includes 'Strongly disagree' and 'Disagree'.
 Not all respondents answered these questions so bars do not add up to 100%.

3.4 As shown in Figures 2 and 3, when comparing responses between recipients of £500 or £750 payments, a greater percentage of £500 respondents (25 per cent) agreed that they would not have self-isolated if the payment was less than they had received, compared to 15 per cent of £750 recipients. 81 per cent of £750 recipients agreed that the payment they received prevented them from falling into debt, compared with 75 per cent of £500 recipients.

Figure 2: Statements about the Self-Isolation Payment (£500 Recipients)

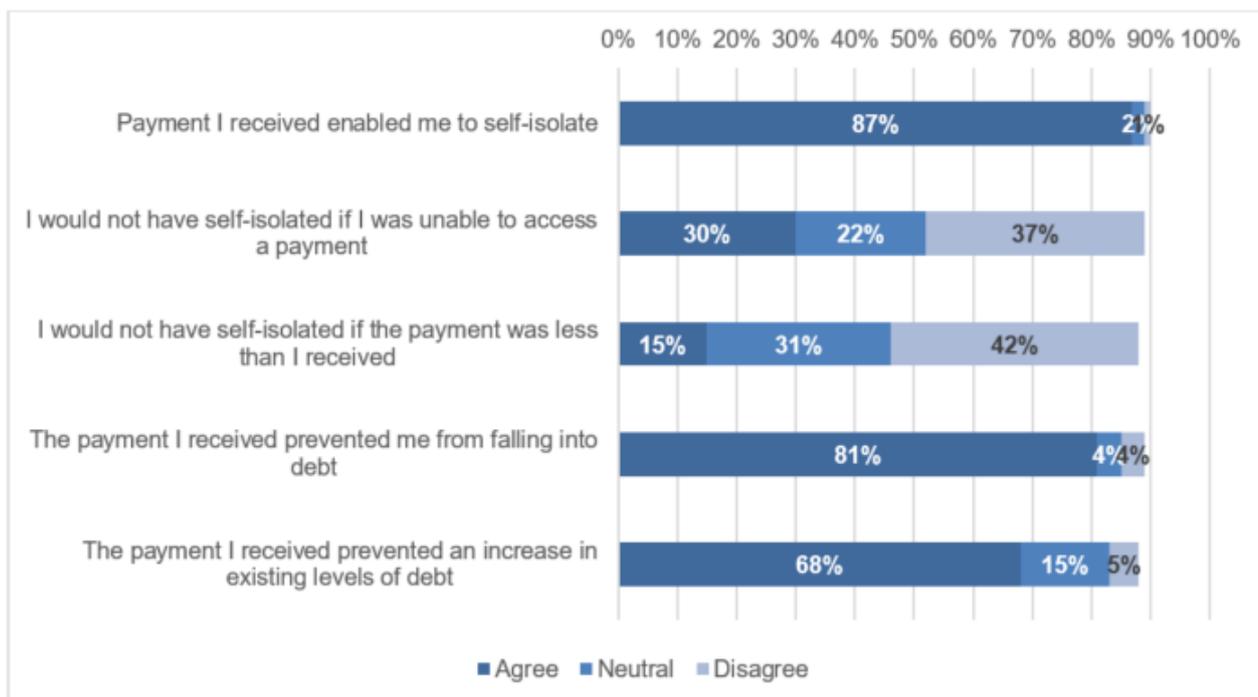


Base: 98 respondents.

'Agree' category includes 'Strongly agree' and 'Agree'; 'Disagree' category includes 'Strongly disagree' and 'Disagree'.

Not all respondents answered these questions so bars do not add up to 100%.

Figure 3: Statements about the Self-Isolation Payment (£750 Recipients)



Base: 99 respondents.

'Agree' category includes 'Strongly agree' and 'Agree'; 'Disagree' category includes 'Strongly disagree' and 'Disagree'.

Not all respondents answered these questions so bars do not add up to 100%.

More than a third of respondents stated that the Support Payment helped them to pay their bills during self-isolation.

3.5 All respondents were asked to explain the difference the financial support they received made to their lives. 154 participants answered this open question, and the responses were coded using MAXQDA qualitative analysis software. Table 5 below presents the categories of answers provided and the percentage of respondents who gave this answer.

Table 5: What difference did the Support Payment make to your life?

Response	Percentage of respondents
Helped with bills	34
Helped with food costs	22
Reduced stress or worries	8
Replaced lost wages	8
Prevented falling into debt	6
Other responses reported by less than 5 per cent of respondents^a	
Able to access supermarket deliveries	
Able to buy medicine	
Able to care for children	
Able to live normally	
Able to pay family/friends to deliver food	
Allowed time to recover from being ill	
Avoided using savings	
Could afford a treat	
Could afford vehicle costs needed for work	
Could pay child maintenance	
Felt supported	
Financial security	
Helped pay for activities for children	
Helped with change in family circumstances	
Helped with childcare costs	
Offset the increased costs of being at home	
Protected mental health	
Shared money with others isolating in the household	

^a 'Other' responses are presented alphabetically. Base 154 Respondents.

- 3.6 The most common benefit reported by around a third of respondents (34 per cent) was that the Support Payment helped them to pay their bills. 22 per cent of respondents reported that the Support Payment helped them to pay for food. Reduction in stress and worries was reported by 8 per cent of respondents, as well as replacement of lost wages. 6 per cent of respondents stated that the payment had prevented them from falling into debt.
- 3.7 A small number of respondents (3 per cent) stated that the Support Payment they received had not been enough to cover their lost earnings. 2 per cent of

respondents did not highlight a specific benefit of the payment, but expressed gratitude for the payment they received.

- 3.8 All respondents were asked whether the Self-Isolation Support Payment they received enabled them to access other sources of support. There were very few answers to this question but responses that were given stated it had enabled them to access other sources of support, including contact from their doctor's surgery, home delivery of shopping, support from neighbours and support to maintain their business whilst isolating.
- 3.9 In total, 44 per cent of respondents answered 'No' when asked whether they were able to access other forms of support. These respondents were asked whether there were any sources of support that they had needed but had been unable to access. Suggestions included: priority food delivery slots, more communication from Test and Trace after initial contact, help with council tax, replacement of childcare fees, advice on how to appeal the outcome of a Self-Isolation Support Scheme claim and an income support scheme for the self-employed. However, the majority of participants who responded to this question said there was not anything else they needed.

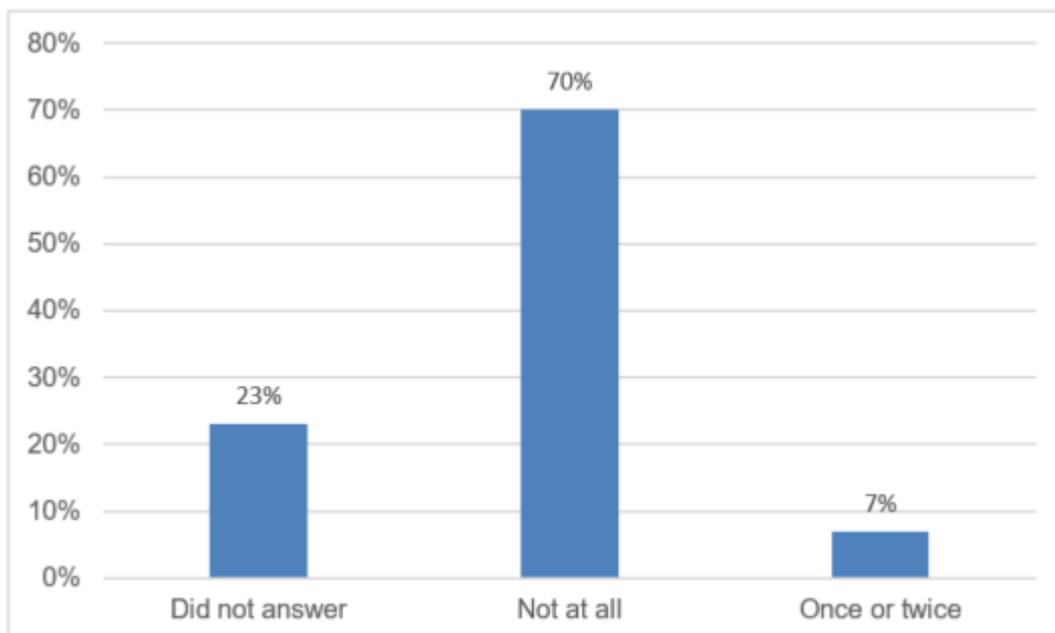
When asked whether they had lost money as a result of self-isolation, respondents were equally divided between those who had and had not lost money. More than half of recipients of the £500 payment reported having lost money as a result of self-isolation, compared to just under a quarter of £750 recipients.

- 3.10 All respondents were asked whether their income was less as a result of having to self-isolate, taking into account the Self-Isolation Payment they received. Responses were equally divided between those who had lost money (39 per cent) and those who had not lost money (37 per cent). 24 per cent of participants did not answer this question.
- 3.11 When comparing responses from recipients of the £500 and £750 payments, 55 per cent of recipients of the £500 payment stated that they had lost money as a result of self-isolation, whereas 23 per cent of recipients of the £750 payment stated that they had lost money as a result of self-isolation.
- 3.12 Those respondents who indicated they had lost money were asked how much they had lost as a result of having to self-isolate. Some respondents did not provide a figure, but described having lost: 'at least a week's wages', 'two weeks' worth', 'quite a lot', or 'a lot – cannot put a figure'.
- 3.13 Where respondents provided a figure for the amount they had lost, the amount lost ranged between £100 and £3,200. Some respondents provided a range of values, for example '£200-300'. The most common amount given was £300. This large range reflects the fact that some respondents provided a total loss which related to multiple periods of self-isolation, or prolonged absence from work as a result of COVID symptoms. This suggests that the question was not interpreted consistently, which limits the reliability of the findings. The reliability of these figures is further limited by the possibility of error in the recall of respondents, and the methodology did not allow for the accuracy of these figures to be verified.

The majority of respondents stated that they did not leave their residence at all during their self-isolation.

3.14 All respondents were asked to indicate how many times they had left their residence during their period of self-isolation. As shown by Figure 4, more than two thirds of respondents (70 per cent) stated that they did not leave their residence at all. Of the 7 per cent who reported having left their residence once or twice, the reasons for leaving included: shopping for essentials, exercise, caring for pets and COVID tests.

Figure 4: On how many occasions did you leave your residence during self-isolation?



Base: 195 respondents.

3.15 As discussed in Section 2, the responses to this question are likely to have been impacted by bias, as respondents may have felt pressured to provide an answer which demonstrated maximum compliance with the rules around self-isolation. For this reason, the results may not be an accurate reflection of levels of compliance. Responses to this question may also have been influenced by the levels of restriction in place and public perception of the level of risk at the time of that respondent's isolation, as these factors have fluctuated during the COVID-19 pandemic. As a result of the limitations of the methodology used, it is also not

possible to draw any conclusions about the relationship between receipt of a Self-Isolation Support Payment and compliance with self-isolation rules.

Over a quarter of respondents gave positive feedback when asked how the Support Scheme could be improved, with 12 per cent stating that no changes were needed. Faster payment and increased payment amount were the most common suggestions for improvement.

3.16 All respondents were asked how they thought the Self-Isolation Support Scheme could be improved. 132 responses were submitted to this question. As shown in Table 6, the most common type of response (27 per cent of respondents) was positive feedback on the scheme, for example:

‘Great as it is! Helped a lot!’

‘For me it was perfect. To be honest I couldn’t believe it.’

3.17 Overall, 12 per cent of respondents said that there were no changes needed to the scheme. Faster payments and increased amount of payment were both suggested by 6 per cent of respondents.

3.18 The eligibility criteria for a Self-Isolation Support Payment are included in Annex B.

Table 6: How could the Support Scheme be improved?

Response	Percentage of respondents ^a
Positive feedback	27
No changes needed	12
Not sure	6
Faster payment	6
Increase the payment amount	6
Other responses reported by less than 5 per cent of respondents ^b	
Accept more types of evidence of need to self-isolate	
Allow multiple payments	
Confirm receipt of application	
Decrease the amount	
Extend eligibility	
Extend payments to everyone in household who is isolating	
Faster approval or rejection	
Free council tax during isolation	
Had to apply multiple times before being accepted	
Help with shopping and accessing medication	
Include NHS staff	
Make documents required in evidence clear from outset	
Make the payment tax free	
More advertisement about scheme	
More opportunities to communicate with council	
More options to appeal decision	
Payment should be £750 for everyone	
Reduce number of documents required in evidence	
Request more evidence as some people abuse the system	
Scheme should have been introduced earlier	
Should be eligible where children have to isolate	
Simplify the process	
Tailor the amount of payment to the individual	

Base: 132 respondents

4. Summary

- 1. The majority of respondents felt that the payment they received enabled them to self-isolate and prevented them from falling into debt. Just under a third of respondents agreed that they would not have self-isolated without a payment, with one fifth agreeing that they would not have self-isolated if the payment had been less than the amount they received.**
- 2. More than a third of respondents stated that the Support Payment helped them to pay their bills during self-isolation.**
- 3. When asked whether they had lost money as a result of self-isolation, respondents were equally divided between those who had and had not lost money. More than half of recipients of the £500 payment reported having lost money as a result of self-isolation, compared to just under a quarter of £750 recipients.**
- 4. The majority of respondents stated that they did not leave their residence at all during their self-isolation, although it not possible to draw any conclusions about the relationship between receipt of a Self-Isolation Support Payment and compliance with self-isolation rules.**
- 5. Over a quarter of respondents gave positive feedback when asked how the Support Scheme could be improved, with 12 per cent stating that no changes were needed. Faster payment and increased payment amount were the most common suggestions for improvement.**

5. Annex A – Survey Questions

1. How much did you receive from your COVID-19 Self-Isolation Support Payment?

*Please note, the Support Payment increased to £750 with effect from 9 August 2021. **

£500

£750

2. To what extent do you agree with the following statements:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The Self-Isolation Payment I received enabled me to self-isolate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would not have self-isolated if I was unable to access a Self-Isolation Payment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would not have self-isolated if the Self-Isolation Payment was less than the amount I received.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Self-Isolation Payment I received prevented me from falling into debt.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Self-Isolation Payment I received prevented an increase in existing levels of debt.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. What difference did the financial support you received make to your life?

For example, please describe any impact on affordability of bills, food and other essentials.

4. Did the financial support you received enable you to access other sources of support?

Yes

No

Don't Know

5. What support services were you enabled to access?

6. Were there any other forms of support you needed but were unable to access?

7. During your period of self-isolation, on how many occasions did you leave your residence?

- Not at all
- Once or twice
- On three or more occasions

8. For what reason did you leave your residence? Please select all that apply.

- Shopping for essentials
- Shopping for non-essentials
- Work
- Education
- Exercise
- Visit friends or family
- Care for pets
- Other (please specify):

9. How could the COVID-19 Self-Isolation Scheme be improved?

10. During your self-isolation period, what was your employment status?

- Employed full-time (35 hours or more per week)

- Employed part-time (Fewer than 35 hours per week)

- Employed full-time (35 hours or more per week), but furloughed

- Employed part-time (Fewer than 35 hours per week), but furloughed

- Self-employed

- Other (please specify):

11. Were you employed under a zero-hours contract?

A zero-hours contract means that you are not guaranteed to work a minimum number of hours per week, and are only paid for the number of hours that you actually work.

- Yes

- No

Don't Know

12. Prior to your self-isolation period, in an average week, how many hours of paid work did you complete?

Fewer than 10 hours

11-20 hours

21-30 hours

31-40 hours

More than 40 hours

My working hours varied considerably from week to week

13. Excluding the Self-Isolation Payment you received, during your self-isolation period what was your total personal income from all sources?

Please indicate your gross income, before any deductions of tax, national insurance or pension contribution. If you were furloughed during this period, please indicate your income from furlough.

Less than £200 a week/ less than £870 a month/ less than £10,400 a year

£200 to £399 a week/ £870 to £1,729 a month/ £10,400 to £20,799 a year

£400 to £599 a week/ £1,730 to £2,599 a month/ £20,800 to £31,099 a year

£600 to £799 a week/ £2,600 to £3,459 a month/ £31,100 to £41,499 a year

£800 or more a week/ £3,460 or more a month/ £41,500 or more a year

Don't know

Prefer not to say

14. Taking into account the Self-Isolation Payment you received and all other sources of income, was your income less as a result of having to self-isolate?

Yes

No

15. How much money did you lose as a result of having to self-isolate?

16. What is your age?

18-24

25-34

35-44

45-54

55-64

65 and older

Prefer not to say

17. What is your sex?

- Male
- Female
- Other
- Prefer not to say

18. What is your ethnic group?

Choose an option that best describes your ethnic group or background.

- White
- Mixed or Multiple ethnic groups
- Asian or Asian British
- Black or Black British
- Any other ethnic group
- Prefer not to say

19. More specifically, what is your ethnic group?

- Welsh / English / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller

An other white background (please describe):

20. More specifically, what is your ethnic group?

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed or Multiple ethnic background (please describe):

21. More specifically, what is your ethnic group?

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background (please describe):

22. More specifically, what is your ethnic group?

African

Caribbean

Any other Black, African or Caribbean background (please describe):

23. More specifically, what is your ethnic group?

Arab

Any other ethnic group (please describe):

24. Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Yes

No

Prefer not to say

25. Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

Yes, a lot

Yes, a little

Not at all

Prefer not to say

26. Would you be willing to be re-contacted for future research?

Participation in any future research could help to inform future Welsh Government policy. If you are re-contacted, there will be no obligation to take part.

Yes

No

27. Thank you for expressing an interest in participating in future research. Please provide your contact details below:

First Name:

Last Name:

E-mail Address:

6. Annex B - Self-Isolation Support Payment – Eligibility

Summary

The self-isolation support scheme is for workers who cannot work from home and must self-isolate. It is also for parents and carers with children who are self-isolating.

You must be working (employed or self-employed) to get the payment and need to claim within 21 days of your last day of self-isolation.

It should not affect any benefits you get.

Eligibility

You must have one of the following:

- reported a positive lateral flow test (LFT) within 24 hours of the result
- received a positive PCR test result
- been advised by NHS Wales Test, Trace, Protect (TTP) to self-isolate.

If you receive notification to self-isolate via the NHS COVID-19 app, unless TTP advise you to self-isolate you will not be eligible.

Before the self-isolation period, you must also be:

- employed or self-employed
- unable to work from home, and will lose income as a result of self-isolation
- receiving a payment of the following benefits:
 - Universal Credit
 - Working Tax Credit
 - Income-based Employment and Support Allowance
 - Income-based Jobseeker's Allowance
 - Income Support
 - Housing Benefit
 - Pension Credit and/or

If you are not receiving one of the benefits you may still be eligible if it is determined you are facing financial hardship as a result of the loss of your income whilst self-isolating. An example of where an award could be made is where an individual has a net income of less than £500 a week

If your child has been told to self-isolate

A parent or carer can also apply for a payment if their child has been formally told to self-isolate. You cannot get the payment if your child has been told to self-isolate by the NHS COVID-19 app.

To get the payment, they must attend school, further education or childcare (up to and including Year 11 or up to age 25 if they have complex needs) and have been formally told to self-isolate by NHS Wales Test, Trace, Protect service.