

Coronavirus measures to support individuals in England

Available Support	Amount	Who is support for?	How is support received?	Do I need to contact the council?	Where can I get further information?
Coronavirus Job Retention Scheme	Funding to support UK businesses to retain employees who are not working as a result of coronavirus	UK employers with a PAYE scheme with workers furloughed as a result of coronavirus	Employers will claim this support – employees do not need to do anything	No – your employer will receive this support if eligible	https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses#support-for-businesses-through-the-coronavirus-job-retention-scheme
Self-employment Income Support Scheme	80% of taxable trading profits up to £2,500 per month (initially for 3 months)	Self-employed individuals (including members of partnerships) who have lost income due to coronavirus	Taxable grant from HMRC	No – HMRC will contact you if you are eligible and invite you to apply online	https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme
Statutory sick pay	£94.25 per week, paid from day 1 instead of day 4 (for up to 28 weeks)	Qualifying employees	Paid by your employer	No – contact your employer	https://www.gov.uk/statutory-sick-pay
Support with tax affairs	These arrangements are agreed on a case-by-case basis and are tailored to individual circumstances and liabilities.	Self-employed people in financial distress and with outstanding tax liabilities	Support with tax affairs through HMRC's Time To Pay service.	No – contact HMRC	Call HMRC's dedicated helpline: 0800 0159 559.
Universal credit or employment & support allowance	Will vary depending on individual circumstances.	People on zero hours contracts who are not entitled to statutory	Paid monthly into claimant's bank account	No – new claims can be submitted online	https://www.gov.uk/universal-credit

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	Advances will be available immediately. No changes to payments for existing claimants	sick pay Self-employed people (subject to meeting qualifying criteria)			
Housing Benefit	Local Housing Allowance increased to the 30 th percentile from 01.04.20	Existing Housing Benefit customers in private rented accommodation	Paid by your Local Authority	No – any additional Housing Benefit due will be awarded automatically and a new notification letter issued as necessary	https://www.gov.uk/government/publications/local-housing-allowance-lha-rates-applicable-from-april-2020-to-march-2021
Housing Benefit changes in circumstances	Will vary depending on changes to other income	Current Housing Benefit customers whose other income has decreased	Paid by your Local Authority	Yes – report changes online via Council website	https://www.solihull.gov.uk/Resident/Benefits/changeincircumstances
Council Tax Reduction	Depends on means tested assessment	Anybody who is responsible for paying Council Tax who is struggling to pay it who has not claimed this yet	Reduction in council tax bill	Yes – apply online via Council website	https://www.solihull.gov.uk/Resident/Council-tax/counciltaxreduction
Council tax hardship fund	Reduction of up to a maximum of £150 off annual council tax bill for 2020/21 for current working age customers in receipt of Council Tax	Working age customers currently in receipt of Council Tax Reduction	Reduction in Council Tax bill	If you already receive local council tax support then you will automatically be assessed for entitlement to this	https://www.solihull.gov.uk/Resident/Council-tax/counciltaxreduction

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	Reduction			support and rebilled as necessary	https://www.solihull.gov.uk/Resident/Council-tax/counciltaxreduction
	Relaxation of the use of the Minimum Income Floor (MIF) within the Council Tax Reduction Scheme – amount will vary depending on individual circumstances Council tax relief using existing discretionary support/ hardship policies- amount will vary depending on individual circumstances	Self-employed customers Council tax payers affected by COVID 19 who do not qualify for help with their Council Tax through other support	Reduction in Council Tax bill Reduction in council tax bill	Yes – apply online via Council website Yes - we will supply contact details for this shortly	
3 month mortgage payment holidays for affected borrowers	Will depend on agreement with lender	Mortgage payers and landlords with buy-to-let mortgages	Will depend on agreement with lender	No – contact your mortgage lender for advice	Contact your mortgage lender for advice
Assurance over security of tenancies	n/a - new evictions from social or private	Tenants		No – contact your landlord if you are	Contact your mortgage lender for advice

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	rented accommodation will be suspended for the duration of the crisis			having difficulty paying your rent	
Assurance over repossessions	n/a - banking industry confirmed that no homes or buy-to-let properties will be repossessed for at least 3 months	Mortgage payers (including landlords)		No – contact your mortgage lender for advice	Contact your mortgage lender for advice
Energy customers in financial distress	People who may not be able to add credit to their meters can contact their energy supplier for support; disconnection of credit meters will be suspended	Customers with pre-payment meters or other customers in financial distress	Will depend on agreement with supplier	No – contact your energy supplier	Contact your energy supplier for advice
Data charges removed for people accessing NHS websites	Will vary	Anyone who is paying data charges to access NHS advice	Charges will not be billed	No – contact your mobile phone provider	Contact your mobile phone provider for advice
Removal of penalties for accessing savings accounts	Will vary – may not apply to all banks/savings products	People with savings accounts	Charges will not be billed	No – contact your bank	Contact your bank/building society for advice
Borrowers will have more time to repay debt	Will vary	People with bank loans		No – contact your credit card firm	Contact your bank/building society for advice
Some banks will allow customers to apply for temporary increase to credit card limits	Will vary – may not apply to all banks	People with credit cards		No – contact your bank	Contact your bank/building society for advice

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Some banks are offering increased overdraft limits	Will vary – may not apply to all banks	Current account customers		No – contact your bank	Contact your bank/building society for advice
Free school meals	Food parcels, vouchers or other food support	Children who currently receive free school meals	Food parcels, vouchers or other food support	Contact your child's school	https://www.gov.uk/government/publications/covid-19-free-school-meals-guidance
Accommodation and services to support homeless people self-isolate		Rough sleepers and homeless people in shelters/hostels		Yes - local authorities will coordinate these services	