

Where to find help with living costs

Money support

Help and advice with benefits

If you receive a social care package from Norfolk County Council or you are a care leaver, you can contact our Welfare Rights Unit for benefits advice. They offer free specialist help and advice over the phone, or face-to-face in your own home if you prefer. They can help you check you are getting all the money you are entitled to as well as help you with applications and appeals if your payments have been stopped.

Call 01603 224447 or email welfarerights@norfolk.gov.uk

Budgeting and money support

The Norfolk County Council Money Support Service offers budget training to help you work out your income and outgoings and give you a better understanding of your finances. It also provides money advice, support to reduce high bills, support with referral to debt management agencies, support with disability-related expenses within financial assessments and information on how working can affect benefits.

Call **01603 223392 (option 4)** or email MSS@norfolk.gov.uk

Help with utility bills

Advice on energy bills can be found at:

- **Simple Energy Advice** has information on how to reduce your bills and make your home more energy efficient.
Call 0800 444202 between 8am and 8pm Monday to Friday and 9am to 5pm Saturday and Sunday or visit www.simpleenergyadvice.org.uk
- **Community Action's Thinking Fuel** is a community oil buying scheme which helps its members order fuel collectively to save money. It's free to register by visiting www.communityactionnorfolk.org.uk
Call **01362 698216** or email office@communityactionnorfolk.org.uk
- **Norfolk Warm Homes** offer advice and grants to help keep your home warm. Call 01603 430103 or visit www.norfolkwarmhomes.org.uk



- **Better Together Norfolk** offers advice on reducing energy bills.
Call 0300 3033920 or visit www.bettertogethernorfolk.org.uk

Advice on water bills can be found at:

- **Anglian Water** provides an Extra Care Support service for people who need help paying their water bills including advice, payment breaks, flexible payment plans and discounts.
Call 0800 1693630 or visit www.anglianwater.co.uk

Advice on and help with council tax bills, including the Government's £150 tax rebate, can be found by contacting local councils:

- Breckland Council
Call 01362 656870 or visit www.breckland.gov.uk/yourcounciltax
- South Norfolk and Broadland District Councils
Call Broadland District Council on 01603 431133 and South Norfolk Council on 01508 533701. Freephone: 0800 3896109. Or visit www.southnorfolkandbroadland.gov.uk/counciltax
- Great Yarmouth Borough Council
Call 0808 196 2236 or visit www.great-yarmouth.gov.uk/counciltaxreduction
- King's Lynn and West Norfolk Borough Council
Call 01553 616200 or visit www.west-norfolk.gov.uk/counciltax
- North Norfolk District Council
Call 01263 516349 or visit www.north-norfolk.gov.uk/counciltax
- Norwich City Council
Call 0344 980 3333 or visit www.norwich.gov.uk/counciltax

For further information about council tax visit Norfolk County Council's council tax information page at www.norfolk.gov.uk/counciltax

Advice on broadband and landline and mobile bills can be found at:

- Ofcom provides advice on what to do if you are struggling to pay bills or need debt advice.
Call 0300 123 3333 between 9am and 5pm Monday to Friday or visit www.ofcom.org.uk

Other places to find help

- The national **Government website** has information about benefits and how to claim them.
Visit www.gov.uk/browse/benefits
- **Citizen's Advice** has information about benefits, tax credits, council tax and housing costs.
Call 0800 144 8849 between 9am and 5pm Monday to Friday or visit www.citizensadvice.org.uk
- **Age UK** offers free, confidential advice if you are over state pension age.
Call 0800 678 1602 between 8am and 7pm every day or visit www.ageuk.org.uk
- **Moneyhelper**, previously known as the Money Advice Service, has further information and advice about the benefits system and free advice and calculators to help you budget.
Call 0800 138 7777 between 8am and 6pm Monday to Friday or visit www.moneyhelper.org.uk
- **National Debtline** has fact sheets offering debt advice, sample letters you can use and a budget tool.
Call freephone 0808 808400 or visit www.nationaldebtline.org
- Martin Lewis's **MoneySavingExpert** website has advice on dealing with debt, how to save money on all kinds of utilities and services, plus deals and vouchers and a free weekly money tips email.
Visit www.moneysavingexpert.com
- **National Debt Advice** has a team of advisors and information to help if you're struggling with repaying debts including bankruptcy and debt management.
Visit <https://nationaldebtadvice.org.uk>
- **Stepchange** is a debt charity offering free advice and debt solutions to help achieve long-term financial control.
Call 0800 138 1111 from 8am to 8pm Monday to Friday and 8am to 4pm Saturdays and and Sundays or visit www.stepchange.org
- The Government's Insolvency Service has a **Breathing Space Debt Respite Scheme**, which can give those in problem debt the right to legal protections from their creditors.
Visit www.gov.uk and search breathing space.



Food support

Help if you're struggling to buy food

Foodbanks can provide short-term help if you're struggling to buy food by giving out parcels of food and household supplies, usually following a referral. To find a foodbank and how to access it:

- visit www.trusselltrust.org, email enquiries@trusselltrust.org or call [01722 580180](tel:01722580180)
- search foodbanks at <https://communitydirectory.norfolk.gov.uk>

Community fridges and **community supermarkets** are a type of mutual aid local project, usually located in a public space, which enable food to be shared locally within a community. They are a longer-term solution if you are struggling to buy food. They offer a wide range of lower cost groceries. To find your nearest one

- search community fridge or community supermarket at <https://communitydirectory.norfolk.gov.uk>

Help with food for children and young people

Universal free school meals are provided for all children at school in reception, Year 1 and Year 2. Although you do **not** have to apply to get these meals, if you do receive benefits, you should still make an application because it can help raise extra funds called Pupil Premium for your child's school. Pupil Premium funding can help your child's school pay for extra tuition, teaching and after school activities. To apply and find out more visit www.norfolk.gov.uk and search for free school meals.

Free school meals for children in Year 3 or above must be applied for and are only available if you receive one of the following benefits:

- Universal Credit - with an annual earned income of no more than £7,400 after tax
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Support under Part 6 of the Immigration and Asylum Act 1999
- The guaranteed element of Pension Credit
- Working Tax Credit run-on (paid for the four weeks after you stop qualifying for Working Tax Credit)



- Child Tax Credit (with no Working Tax Credit) with an annual gross income of no more than £16,190

You can apply online for free school meals using your Norfolk Education Online (NEO) account. To apply and find out more visit www.norfolk.gov.uk and search for free school meals.

Cost of living vouchers

If your child is eligible for free school meals, you will now receive a monthly 'cost of living' voucher worth £15 per month per child from your school. There's a larger payment of £30 for August, to coincide with the school holidays. That's £120 per child in total. To find out more visit www.norfolk.gov.uk and search for cost of living vouchers.

Help with shopping and meals

Some supermarkets offer **an assisted shopping service** to help you shop. Check with your supermarket to see if it's something they do. If they offer it, you'll need to book this in advance, so staff are available.

Some supermarkets and food shops can deliver food to your door. Search for this option with your preferred supermarket or visit <https://communitydirectory.norfolk.gov.uk> and search for food delivery.

Hot and cold meals can be delivered to your door. Often known as meals on wheels, you can search for meal delivery services:

- [Search our Norfolk Trusted Trader scheme](#). You can filter on your preferences.
- [See a list of meal deliveries on Norfolk Community Directory](#)

For help with searching these lists, [contact Norfolk County Council](#).

[Redcross](#) may also help with your food shopping if you have been unwell.

Getting to the food shop

[Get help with transport](#) if you are struggling to get to the shop/s for food.

You can also [check the community transport available](#) using your address.

Making food

Adult Learning offer [free cooking lessons across Norfolk](#). They aim to help you learn healthy and tasty recipes.

Welcome to Big Norfolk Holiday Fun

The Big Norfolk Holiday Fun is a Norfolk County Council scheme delivered alongside our partners Active Norfolk. It helps your child move lots, eat well and have fun.

The scheme provides holiday activities for children and young people aged 5-16 in Norfolk. If your child is 4 years old but they are in school, they can take part.

Booking for the Big Norfolk Holiday Fun Summer scheme is now open and will run from 25 July to 2 Sept. All children are welcome to take part.

There are a mix of paid for and free spaces. The free spaces are for children who are eligible for means-tested free school meals. Our free school meals page lists the [benefits you need to receive to be eligible](#).

Sign up via the link below to find out about Big Norfolk Holiday Fun booking information and updates.

Local support

If you are finding one or many aspects of life difficult to manage, or know someone who is, your local district, borough or city council can offer support. They can also help link you up with local voluntary or community organisations that can help you with a range of tasks and support.

This support is in addition to our social care and safeguarding services for adults and children.

What is there help for?

Necessities

- Advice on benefits and other financial support

Wellbeing

- Support to register as 'vulnerable' with council services
- Contacts for local community groups
- Advice on how to stay well and active

Home

- Arranging emergency home and heating repairs
- Advice on keeping warm and heating your home efficiently
- Ensuring your home is safe and secure
- Arranging assisted bin collections
- Advice on housing and homelessness

Other

- Employment support and rights
- Accessing online services for people without internet access
- Acquiring documents or NHS numbers
- Support with debts and budgeting
- General information and advice

Borough, district and city council support

- [Breckland District Council Community Support hub](#)
- [Broadland Council and South Norfolk District Council help hub](#)
- [Great Yarmouth Borough Council residents support](#)
- [King's Lynn and West Norfolk Borough Council support directory](#)
- [North Norfolk District Council help hub](#)
- [Norwich City Council services and support](#)