

**If you need support this winter with finances, fuel or food, listed below are some of the support services that might be able to offer you some help:**

## **FOOD**

**For Food support the following places might be able to help**

*Food banks – to access the foodbank you will need a food voucher. These can be obtained from your local GP surgery, Citizens Advice Service and churches, amongst other places. Please contact the relevant food bank directly for more information.*

### **Food Banks close to Tunstead**

**Wroxham - Thursday 10.30am – 12pm** at Wroxham and Hoveton United reform Church, 114 Norwich Road, Wroxham, NR12 8SA

There is a coffee morning drop in, offering free drinks and cakes at the same time.

**Norwich Food Bank – Contact:**

[admin@norwich.foodbank.org.uk](mailto:admin@norwich.foodbank.org.uk)

Tel: 0300 365 1123

<https://www.networknorwich.co.uk/Group/Group.aspx?ID=109369>

**Stalham - Friday 1.30pm – 3pm** at The Stables, Stalham Baptist Church, High Street, Stalham

**North Norfolk Foodbank - Contact:**

[info@northnorfolk.foodbank.org.uk](mailto:info@northnorfolk.foodbank.org.uk)

Tel: 07826 376343

<https://northnorfolk.foodbank.org.uk/>

**North Walsham - Wednesday 1.30pm – 3pm** at Catholic Church of the Sacred Heart, Church Hall, Norwich Rd, North Walsham. NR28 9JP

**North Norfolk Foodbank - Contact:**

[info@northnorfolk.foodbank.org.uk](mailto:info@northnorfolk.foodbank.org.uk)

Tel: 07826 376343

<https://northnorfolk.foodbank.org.uk/>

*Community Fridges – anyone can access the community fridge; you don't need a voucher or a referral – just turn.*

### **Community Fridges close to Tunstead**

**Stalham Community Fridge** Open **Monday 2-4pm / Tuesday - Friday 10am - 12pm** at The Stables, Stalham Baptist Church, High Street, Stalham

**Contact:** Jane Skivington on 07729 612736

<https://www.facebook.com/Stalham-Community-Fridge-117858866787444>

**North Walsham Community Fridge Open Monday – Friday 10am – 2pm** at 1b Market Place, North Walsham, NR28 9BP

**Contact:** Jamie-Lee Knight on 07533 128962

[jamie-leeknighton@hotmail.com](mailto:jamie-leeknighton@hotmail.com)

<https://www.facebook.com/NWCFS>

### **Healthy Start**

#### **What is Healthy Start?**

With Healthy Start, you get free vouchers every week to spend on milk, fresh, frozen, and tinned fruit and vegetables, fresh, dried, and tinned pulses, and infant formula milk. You can also get free vitamins.

Pregnant or have children under the age of four? You could qualify if you're on benefits, or if you're pregnant and under 18.

#### **Do I qualify for Healthy Start?**

You qualify for Healthy Start if you're at least 10 weeks pregnant or have a child under four years old and you or your family get:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance \*
- Child Tax Credit with a family income of £16,190 or less per year
- Pension Credit; or
- Universal Credit with no earned income or total earned income of £408 or less per month

for the family. (To find this refer to your Universal Credit award notice in the section "your take home pay for this month".)

You also qualify if you are under 18 and pregnant, even if you don't get any of the above benefits.

To find out more visit: <https://www.healthystart.nhs.uk/>

## **FUEL**

**For Fuel and heating support the following services might be able to help:**

### **Norfolk Warm Homes**

Norfolk Warm Homes wants to help residents live in a warmer home while enjoying smaller energy bills with reduced energy usage.

Whether it's first time central heating, replacing expensive old electric heating, installing loft and wall insulation or energy efficient air source heat pumps or providing expert advice and support to reduce your energy bills, Norfolk Warm Homes want to help you live in a warmer home and reduce energy usage.

Less energy used means smaller energy bills for you.

#### **Who's it for?**

✓ Anyone can contact Norfolk Warm Homes for help or advice on saving energy and benefits checks.

✓ Grants to help you insulate and heat your home are available for homeowners and landlords whose tenants are on a low income or in receipt of qualifying benefits.

<https://norfolkwarmhomes.org.uk>

### **North Norfolk Food Bank – Fuel Support**

The North Norfolk Food bank can assist with one off fuel support. To find out more:

**Phone** [07826 376343](tel:07826376343)

**Email** [info@northnorfolk.foodbank.org.uk](mailto:info@northnorfolk.foodbank.org.uk)

They can offer support for people who pay for their **electric and gas** with a key or a card, and those who pay by direct debit.

For those people whose main fuel is **oil** or for other fuels such as **Calor Gas, wood or coal**, please contact the office.

### **Warm Home Discount Scheme**

You could get £140 off your electricity bill for winter 2021 to 2022 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between September and March.

If you get the Guarantee Credit element of Pension Credit, you qualify for the discount if on 4 July 2021 all of the following apply:

- ✓ your energy supplier is part of the scheme
- ✓ your name (or your partner's) is on the bill
- ✓ you are getting the Guarantee Credit element of Pension Credit (even if you get Savings Credit as well)

If you're on a low income, you may be able to apply directly to your electricity supplier for help if you do not get the Guarantee Credit element of Pension Credit but:

- ✓ your energy supplier is part of the scheme
- ✓ you're on a low income
- ✓ you get certain means-tested benefits

Check if your supplier is part of the scheme here:

<https://www.gov.uk/the-warm-home.../energy-suppliers>

To apply you can click on your supplier at the link above, look on your suppliers website or call your supplier.

For all information about the scheme please visit:

<https://www.gov.uk/the-warm-home-discount-scheme>

### **British Gas energy trust**

Both British Gas customers and non-customers can apply for grants to clear domestic gas and electricity debts owed to British Gas or suppliers other than British Gas.

<https://www.britishgasenergytrust.org.uk/Home/GrantsAvailable>

### **E.ON – grants for white goods and energy bill arrears**

The E.ON Energy Fund initiative has been set up to help existing or previous customers receive extra support. If you meet their criteria, the Energy Fund could help you pay your current or final E.ON

bills, replace appliances and even repair gas boilers.

<https://www.eonenergy.com/for-your-home/help-and-support/energy-fund>

## **FINANCE**

**If you need some financial support or advice regarding money management and budgeting, the following services might be able to help:**

### **Local support**

#### **Norfolk Assistance Scheme (NAS)**

The scheme can help you if you can't meet your everyday needs and are struggling financially.

NAS can support you with food, paying your bills and money for everyday essentials. It can also help you with household items like white goods or beds if you're having to move house if, for example, you're fleeing domestic violence or moving out of care and into the community.

The support they offer is for two weeks to begin with. If you need more long-term help after that, they can work with you to access further support and find out what other help you might be eligible for.

#### **Can I get help?**

**You must be a Norfolk resident aged 16 or over to apply to the scheme and when you apply, they'll ask you some questions to check if you're eligible.**

You may be eligible if you:

- Have been financially affected by Covid-19, including reduced income or redundancy
- Are on a low income or receive income-related benefits, such as Universal Credit or Employment and Support Allowance
- Have dependent children
- Have a disability or mental health problem
- Are fleeing domestic violence
- Need help to remain in the community
- Are part of a planned resettlement scheme

**They may also ask you to provide evidence to support your application, such as bank statements, payslips, or any other evidence they think they need. If they do not receive the required evidence within 5 working days, your application will be withdrawn.**

**How to apply – apply via the website or call 0344 800 8020.**

<https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/norfolk-assistance-scheme>

#### **Early Childhood and Family Service – Family Support Fund**

If there is an under 5 in the household, you might be eligible to apply to the Family Support Fund, provided by the Norfolk Early childhood and Family Service.

To ask for extra help [call 0344 800 8020](tel:03448008020), email [ecfs-families@actionforchildren.org.uk](mailto:ecfs-families@actionforchildren.org.uk) or visit the website <https://www.norfolk.gov.uk/children-and-families/early-childhood-and-family-service>

### **Tunstead Combined Charity (Charity Number 106852)**

The Tunstead and Sco Ruston Charity was originally set up to help widows who live in the village. There is a slightly wider classification now:

The charity sets out to help with relief of poverty of villagers

The charity sets out to help support elderly/old people

The charity sets out to make grants to individuals

If you have been in receipt of a grant before, please apply again if you fit the criteria as The Charity has some new Trustees and we may not know who has received support in the past.

If you feel you live in Tunstead or Sco Ruston and fit the above criteria or know someone who would benefit from a small grant, please contact **the Parish Council Clerk at [clerkattunsteadpc@gmail.com](mailto:clerkattunsteadpc@gmail.com) or call Jimmy on 07867628028.**

### **North Norfolk District Council Benefits advice**

Visit the website: <https://www.north-norfolk.gov.uk/tasks/benefits/>

Tel: 01263 513811

Email: [benefits@north-norfolk.gov.uk](mailto:benefits@north-norfolk.gov.uk)

### **Money Support Service**

The Money Support Service can offer help and advice over the phone, or face-to-face support in your own home if needed.

#### **How they can support you**

They offer budget training; help you to work out your income and outgoings to give you a better understanding of your finances.

Creating a budget is the first step towards taking control of your finances and getting your situation back on track.

If you're struggling to keep track of your money, they can also provide the following help:

- Money advice
- Support to reduce high bills
- Support with referral to debt management agencies
- Support with Disability Related Expenses within financial assessments
- Referrals to the Welfare Rights team to help with complex benefit issues where appropriate

They have also provided some [information on how working can affect benefits](#).

Phone: **01603 223392 (option 4)**

Email: [MSS@norfolk.gov.uk](mailto:MSS@norfolk.gov.uk)

<https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/money-support-service>

### **Norfolk Citizens Advice Grants Database**

Norfolk Citizens Advice has launched the **Grants for individuals in need** database funded by the Coordinated Community Support Programme (CCS). The project set out to research and collate the small mainly local grant giving organisations operating in Norfolk that can help people in hardship or crisis

<https://www.ncab.org.uk/grants>

### **Age UK Norfolk**

#### **Information, Advice and Advocacy**

Their confidential free information and advice service is available to anyone aged 50 or over, their family, carers or professionals.

**Contact: Their helpline is open 10am - 4pm Monday to Friday. Call 0300 500 1217 or email [advice@ageuknorfolk.org.uk](mailto:advice@ageuknorfolk.org.uk).**

Age UK Norfolk advisers can help you plan for later life on a wide range of subjects, including:

#### **Benefits and Entitlements:**

- \* Benefit entitlements check
- \* Support in claiming benefits

#### **Funding and Grants**

- \* Help with grants

#### **Lasting Power of Attorney**

- \* Assisting you to complete forms and registration

#### **Social Care Assessment**

- \* Eligibility
- \* Paying for care and support

**They also offer a befriending service to people aged over 50.**

<https://www.ageuk.org.uk/norfolk/our-services/>

## **National Support**

### **National Benevolent Charity**

If you are experiencing poverty or hardship you may be eligible to apply to the Welfare Fund for an award to help you buy essential things that will make a positive contribution to your day- to-day well-being. **You can apply on your own behalf, but you will need to provide a reference from a professional person who knows you.** A successful award is normally be made in the form of e-

vouchers, bank transfer or through their own suppliers.

**To fit their criteria you must;**

Have UK citizenship or have been granted leave to remain.

Be over 18 years old

Be claiming all the state benefits you are entitled to

Be unable to fund the request yourself

Be applying for something that would not usually be funded by the state

Have not received an award from us in the preceding 12 months

Have had no more than three successful applications in the preceding five years

Have applied to other trade related benevolence funds if applicable

**They are currently considering applications for:**

White goods e.g. fridge, freezer, microwave, washing machine or cooker

Household goods e.g. bedding and beds, bedroom furniture, kitchen equipment

Help to buy baby equipment e.g. buggy, cot, clothes

Help with food shopping or clothing

Help with utility bill costs

Help with costs of training or work tools

Please visit the website for more information: <https://natben.org.uk/apply-for-assistance-new-form>

<https://natben.org.uk/welfare-fund-application-form>

**Smallwood trust Women First Direct**

They can provide funding to help relieve financial needs, and a guiding hand to help you through a tough situation. If you are living on a low income, you might find yourself facing financial difficulty. They understand that sometimes a small amount of money and support can make a big difference, and they welcome applications for funding. Please note, their grants are open from 1st to 20th of each month and the grant eligibility form will only be available then. Please return between these dates.

<https://www.smallwoodtrust.org.uk/women-first-direct>

**Wavelength**

WaveLength is a charity that works to alleviate loneliness across the UK. They give technology to people who are lonely and living in poverty to help them reconnect with the world. They support people with a wide range of different needs. These include illness, disability, old age, domestic abuse, homelessness, refugees, and many more. They can provide a range of televisions, radios and tablets. Technology like this can help bring people together and make them happy. Tablet computers also allow people to access the important online services that we all use every day.

To find our more visit their website: <http://wavelength.org.uk/>

<https://wavelength.org.uk/apply-for-help/individuals/>

**Turn2Us**

Search engine for finding grants in the local area. It can also help with Benefit queries.

<https://www.turn2us.org.uk/>

**Tax help for older people**

Tax Help for Older People is a charity service from Tax Volunteers that provides free, independent and expert advice and help for older people on lower incomes. (£20,000 gross per annum or less.)

<http://www.taxvol.org.uk/>

**Entitled To**

Entitled To is an online benefits calculator to help people find out anonymously what benefits they can claim.

[www.entitledto.co.uk](http://www.entitledto.co.uk)