



Norfolk County Council

# Help with living costs

Updated October 2022



## Help with utility bills

- [List of services and organisations](#) who can help you with utility bills
  - **Citizens Advice** can help if you're struggling to pay your energy bills. Visit the [Citizens Advice website](#) or call **0808 223 1133**
  - **Community Action Norfolk** community oil buying scheme. Visit the [Community Action Norfolk website](#) or call **01362 698 216**
  - Insulation and renewable heating grants through [Norfolk Warm Homes](#).
  - [LEAP is a free service](#) that is helping people keep warm and reduce their energy bills without costing them any money.
- 

## Toiletries

- All libraries have free bags of winter essentials, including Toiletries Bags, Tricky Period bags and Keep Warm and Well bags for adults and children
- 

## Baby Banks

- **Baby Basics West Norfolk** offers essential equipment, clothing and toiletries for babies. Referrals by professionals only. [Find out more through the Baby Basics Facebook page](#).
- **Southery Baby Bank** offers baby essentials, clothing from 0-5yrs, toys, maternity clothing. [Find out more through the Southery Baby Bank Facebook page](#)
- **NCT West Norfolk Toddler clothing bank** is for children aged 3 months to approximately 5 years (although it's worth asking as they do have some bits for older children too). [Find out more through the NCT West Norfolk Clothes Bank Facebook page](#).

## Grants

- **Norfolk Assistance Scheme** helps people in financial hardship who cannot pay their living costs. Visit the [Norfolk Assistance Scheme \(NAS\) website](#) or call **0344 800 8020**
  - **The King's Lynn and West Norfolk Charity** helps residents in need or hardship For more information visit [The King's Lynn and West Norfolk Charity Trust website](#).
  - **BBC Children in Need Emergency Essentials Programme** supports children and young people facing exceptionally difficult circumstances. Referrals via a professional. For more information visit the [Family Funds Service website](#).
  - **The Household Support Fund** can help people experiencing immediate financial hardship to pay for food, household energy bills and other essentials.. For more information visit the [Household Support Fund website](#).
  - **Buttle UK** helps children and young people who have experienced crisis, living in financial hardship and dealing with multiple challenging social issues. Referrals via a professional. For more information visit the [Buttle UK website](#).
  - [Turn2us Grant Search Tool](#) allows you to search for charitable and educational grants.
  - [Norfolk Grants Directory](#) allows you to search for charitable and educational grants.
  - **Digital Poverty Alliance** provides laptops for families in West Norfolk. They work with Currys to provide vital Tech4Families through the [Digital Poverty Alliance website](#).
  - Help paying for childcare through the [Childcare Choices website](#).
- 

## Debt advice

- CAP is free debt help service. Visit the [CAP website](#) or call **0800 328 0006**
  - Money Advice Hub offers debt advice and an income maximisation service. Visit the [Money Advice Hub West Norfolk website](#) or call **01553 970 004**
  - Step change is a [free online debt advice service](#) offering expert debt advice.
- 

## Broadband/Phone

- Cheaper broadband and phone packages for people in receipt of benefits. Visit the [Ofcom website](#) for cheaper broadband and phone packages.

## Community warm spaces

- Warm Spaces is an [online directory of warm spaces](#) for anyone in need of warmth spaces
  - All Norfolk libraries are providing free hot drinks during staffed hours.
  - [Find a Warm Welcome Space Today](#)
- 

## General Advice

- **King's Lynn Citizens Advice** is open for limited advice and appointments on Monday, Tuesday and Thursday: 10am - 2pm at Hanse House, South Quay, King's Lynn PE30 5GN. You can [email](#) them, visit the [Citizens Advice website](#) or call **03444 111 444**
- If you receive a social care package from **Norfolk County Council (NCC)** you can contact the Welfare Rights Unit for free specialist help and advice by calling 01603 224 447 or emailing [welfarerights@norfolk.gov.uk](mailto:welfarerights@norfolk.gov.uk). More information can be found on the [Norfolk County Council website](#).
- **Norfolk Community Law Service** offers free legal advice, welfare benefits advice and immigration advice for those who cannot afford access to justice and representation Visit the [Norfolk Community Law Service \(NCLS\) website](#) for free, independent and confidential legal advice or call **01603 496 623**
- **Money Helper** offers free and impartial help with money and is backed by the government. Visit the [MoneyHelper website](#) or telephone **0800 138 777**
- **Money Saving Expert** offers advice on Energy Help, Credit Cards, Flight Delays, Shopping and more. Visit the [Money Saving Expert website](#) for more information.
- Help with Living Costs and information on the help available can be found through the [Norfolk County Council website](#).



## Food

### Food banks:

- **Hunstanton and District Foodbank** helps local people in crisis. Visit the [Hunstanton and District Foodbank website](#) or call **07795 491 154**
- **Downham Market Foodbank** helps local people in crisis. Visit the [Downham Market Foodbank website](#) or call **01366 384 474 or 07707 191 674**
- **King's Lynn Foodbank** helps local people in crisis. Visit the [King's Lynn Foodbank website](#) **0782 558 143**

### Community food hubs:

- **Hunstanton Town Hall Community Hub** is open Mondays 10am-2pm offering affordable food, household items, free fresh fruit and vegetables, and free hygiene products. Visit the [Hunstanton Town Council Facebook page](#) or call **01485 532 402**
  - **North Lynn Food Hub** is opening soon at the old children's centre, Walpole Road.
  - **Love Downham** will be found at 27 - 29 Bridge Street and will offer a warm space, affordable food and re-loved clothes
  - **Feltwell Food Pantry** in St. Mary's Church, Feltwell. Visit the [Food Pantry Feltwell Facebook page](#) for more information.
  - **Breckland Mobile Food Store**. Visit the [Breckland Mobile Food Store Facebook page](#) or call 01362 699 923
  - **King's Lynn Foodshare**. Visit the [King's Lynn food share Facebook page](#) for more information.
  - **The Cake Initiative** is a community of voluntary bakers that share a passion for helping financially struggling families by providing a birthday cake for their child free of charge. Visit [The Cake Initiative website](#) for more information.
  - **Healthy Start** vouchers for people that are pregnant or have an under 4. Visit the [Healthy Start website](#) or call **0300 330 7010**
- 

## Clothes/School uniforms

- RABI offers a 'return to school' grant for farming families. Visit the [RABI website](#) for more information.
- Norfolk Assistance Scheme provides emergency financial need to people in financial hardship. Visit the [Norfolk County Council website](#) or call **0344 800 8020**

## Housing advice

- **Shelter** (King's Lynn) **0344 515 1860**
- **West Norfolk Housing.** Visit the [West Norfolk Housing website](#) or call **01553 616 200**
- **Victory Housing** support tenants in applying for benefits. Visit the [Victory Housing website](#) for more information.
- **Broadland Housing** can support tenants with welfare benefits, money and saving energy along with other issues. Visit the [Broadland Housing website](#) for more information.
- **Flagship Homes** offer guidance on budgeting and welfare benefits to their tenants. Visit the [Flagship Homes website](#) for more information.
- **Freebridge Community Housing** welfare benefit advice, assisting with making a claims and grant applications. Visit the [Freebridge Community Housing website](#) or call **03332 404 444**
- **Longhurst Group** support tenants in claiming benefits, maximising income and paying rent. Visit the [Longhurst Group website](#) for more information.
- **Cotman Housing** help their customers complete application forms for Discretionary Housing Payments. Visit the [Cotman Housing website](#) for more information.
- **Clarion Housing** offer guidance on budgeting, debt advice and by helping people to manage their use of energy. Visit the [Clarion Housing website](#) for more information.
- **Hastoe Group** help residents to understand financial matters so they can take control of their own money. Visit the [Hastoe Group website](#) for more information.
- **Housing 21** signpost and provide advice and information on a variety of benefits for tenants. Visit the [Housing 21 website](#) for more information.
- **Orbit** can help tenants if you need advice and help claiming benefits. Visit the [Orbit website](#) for more information.
- **Sanctuary Housing** calculating benefit entitlement, provide help and advice on completing application/claim forms, advice on problems with benefit entitlement – including challenging decisions and helping residents deal with any debt or budgeting problems. Visit the [Sanctuary Housing website](#) for more information.
- **Metropolitan** provide tenants with support with benefits, including working out what you might be entitled to and help with applications. Visit the [Metropolitan website](#) for more information.