

Free support and advice

Working together for Norfolk residents



Are you worried about money this winter?

As costs and prices go up, more and more of us are struggling with money.

Charities and support organisations across Norfolk have teamed up to make our services go further.

You may be able to get help to boost your income or cut your costs, but it can be hard to know where to start.

Together we are the Norfolk Community Advice Network.

This leaflet explains some of the help that is available.

Find out more at www.ncan.co.uk

You can find much more information, including step-by-step guides, in our Winter 2023 Advice Hub.

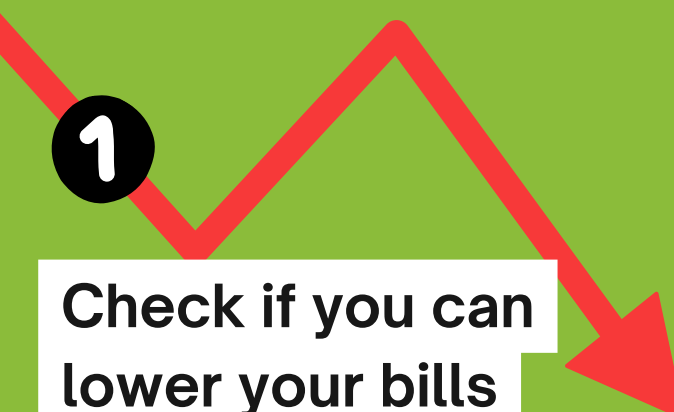
Go to www.ncan.co.uk/hub or use this QR code.



Or you can call Your Norfolk Advice Network on 0333 996 8333 or email helpline@ncan.co.uk



Get advice and help from
charities you can trust



1

Check if you can lower your bills

Can you cut the **cost of energy**?

- If you are behind on bills, you may be able to get help from your energy supplier, such as a grant
- If you have a pre-payment meter and you are struggling to pay, you may be able to get a fuel voucher
- Find more details on the Citizens Advice website.

Are you eligible for a **Council Tax Reduction or support**?

- Discounts apply to people living alone, single parents, full time students, some apprentices and more
- Help is available if you are struggling to pay
- Check with your local council for details.



2

Check if you can boost your income

Lots of us are missing out on payments and support.

Check whether you can **claim or increase your benefits**.

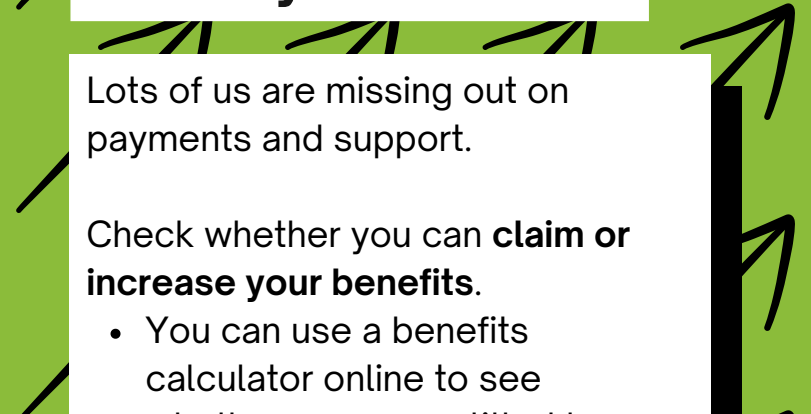
- You can use a benefits calculator online to see whether you are entitled to any payments.

Can you apply for **Pension Credit**?

- If you're over State Pension age and on a low income, this money could top up your income.
- Check the Age UK website for more information.

Can you get a **one-off grant payment**?

- Check the "Turn2us Grants Search" tool online.



3

Find support around Norfolk

Norfolk County Council offers a **Client Hardship Service** which provides support and financial assistance. Go to www.norfolk.gov.uk/chs or call 0344 800 8020 for more information.

For access to affordable food, find support through the **Nourishing Norfolk Network**. For an emergency food parcel, you will need a referral to a **food bank**, which you can access via Citizens Advice, your GP, or another advice agency.

If you are struggling to keep your home warm all day, visit one of **Norfolk's warm spaces**. Find out more on the Norfolk County Council website.