

## Norfolk Winter Support Offer

Norfolk County Council, alongside local councils across Norfolk, is aiming to support as many residents as possible this winter to access financial and other support if they are facing hardship.

We know for many people this winter will be challenging for a variety of reasons, and there will be a lot of people who will need help with things like paying the bills and buying food, and many people who have never needed help before.

To make sure people can access help and support where they need it this winter, we have implemented the Norfolk Winter Support Offer and we need your help to make sure we reach as many people as possible.

Where you work with a family or resident in Norfolk, who is currently suffering from hardship and unsure how to pay their bills, keep warm and buy food, we are asking that you help them apply to the support offer. You can do this with them online at [www.norfolk.gov.uk/covidwintersupport](http://www.norfolk.gov.uk/covidwintersupport) using a simple form.

Help is also available to those suffering hardship because they are having to self-isolate or support their child or vulnerable family members to self-isolate.

To help you understand the support that is available, here is a quick summary:

**The Norfolk Assistance Scheme (NAS)** already provides hardship support to Norfolk residents, and this offer is being extended to reach more people where needed, over the winter period. The offer uses an additional government grant that is primarily aimed at families with children.

### **Initially the two-week provision includes**

- Morrisons food boxes
- Additional support with household essentials like nappies, formula milk and cleaning products
- Paypoint top ups for gas and electricity
- Daily living allowance for living expenses and household bills where needed.

### **Week three onwards**

- Support with things like broadband and help to get online
- Additional support with household items such as washing machines and fridges
- If further food and essential support is needed after the initial two-week period, then this will be implemented by NAS for as long as is required.

### **Pink Orange – Ingredients boxes**

Some families will already have heard about this offer because they will have been contacted by their allocated worker.

Pink Orange will provide ingredients boxes including recipe guides to targeted families across Norfolk, NAS are able to refer to Pink Orange as part of their wrap around support offer. You just need to make one referral to [NAS](#) and they will do the rest.

## **Free School Meals vouchers**

All schools and educational establishments in Norfolk will have received communication about ensuring that all children who are eligible are signed up for free school meals (the means tested pupil premium element and not the universal free school meals that all children in reception to the end of year 3 are entitled to).

Schools are then able to provide a link and code for EdenRed which is the chosen provider of supermarket vouchers to the value of £15 per child per week, for two weeks over Christmas and a Week at February half term - these vouchers can be used at all main UK supermarkets.

If you are working with a family who you think may be eligible for free school meals, who are not currently receiving them, please encourage them to speak to their children's education provider or support them in that conversation where needed.

Children who are home schooled and may be entitled are to complete the Norfolk Assistance Scheme form and will be supported to access EdenRed by NAS.

## **Self-isolation support**

Some residents are also entitled to a self-isolation support payment of £500. To help someone apply for this, or to find out more please click [here](#)

Please make sure that you help us to reach as many families in Norfolk with this offer of support, so that together we can keep Norfolk residents safe, resilient and well this winter.

Thank you