Norfolk County Council



Norfolk Crisis and Resilience Service

If you're struggling to pay for food, energy or other essential costs, you're not on your own.

We can support you in a crisis right now, and also help you feel more secure in the future.

Apply for support

norfolk.gov.uk/crs

If you don't have access to the internet at home, you can go online at any of our Norfolk libraries.

Who can apply?

You can apply if you are 16 or over, live in Norfolk, and are on a means tested benefit or working on a low income.

Crisis support

If you need urgent help right now

You can ask for help with:

- food
- energy costs
- oil

How to apply

1. Fill in the short online form or our website **norfolk.gov.uk/CrisisSupport**
2. We'll email you to ask for your most recent bank statement
3. Once we receive it, we aim to review your request within 48–72 hours

Resilience support

If you need more ongoing support

You can also ask for a full resilience assessment. This means talking through what's going on and getting joined up support so that money problems are less likely to come back again.

We can help by:

- Supporting you with money management, budgeting and reducing your bills/energy tariffs
- Checking if you're eligible for further help with food and energy, and other needs such as household goods or repairs to essential items
- Helping with applications for grants or other financial help
- Putting you in touch with debt advice services, and supporting you with first appointments
- Referring you to advice organisations and community groups, supporting you with first appointments
- Helping you access learning or employability support if work is part of the picture
- Supporting with Disability Related Expenses claims which may reduce social care costs

As part of your assessment, we will need to have a conversation with you about your situation. We usually do this over the phone. However, if you would prefer to speak to someone face to face, let us know when you apply and we can arrange for a member of the team to come out and meet you.

Apply here: www.norfolk.gov.uk/HardshipSupport

Apply online or get help another way

You can apply online for both types of support at:
www.norfolk.gov.uk/crs

However, If using the internet is hard for you, you can still get help. Call us on **0344 800 8020**. A member of the team will take your details over the phone, answer your queries and help you apply.

You can then send us your bank statements by email to **crs@norfolk.gov.uk** or post them to Norfolk Crisis and Resilience Service, County Hall, Martineau Lane, Norwich, NR1 2UE

We're here to help.

Whether you need urgent support or longer term help, please get in touch and we'll work with you to find the right support.

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communication for all

If you need this document in large print, in audio, Braille, in an alternative format or in another language, please contact customer services on **0344 800 8020** or, for Text Relay, call **18001 0344 800 8020** (text phone) and we will do our best to help you.

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