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12th May 2017

Dear Sirs

Grants to help older Norfolk residents with fuel bills

With winter fuel bills now arriving and oil tanks starting to run low, this is often a time people struggle to make ends meet. As an organisation whose support extends to older Norfolk residents, you may be interested to know that the Surviving Winter Appeal may be able to offer help to your clients aged 60+, who are struggling to keep themselves and their home warm¹³.

Small grants are available which can help older residents with:

- fuel costs
- additional heaters
- low-level fuel debt and boiler repairs
- help to replace broken cookers or microwaves which are the main source for hot meals
- help with low-level measures to reduce draughts in the home
- a contribution toward the cost of replacing faulty radiators, night storage heaters or gas and electric fires

Grants are made by cheque usually payable to the provider and range from £100 to £500 depending on the need and situation of the applicant. Details are needed of the applicants living arrangements along with a breakdown of their income and any savings – this is to enable us to help those in genuine need

An example of how the grant has helped is a lady who was feeling very cold in the evenings because the heat output from the night storage heaters would cease and the cost of using additional plug-in heaters was too expensive.

Cont/...



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A grant was awarded to fund the cost of using the heaters so that she could be a little more comfortable. We also looked at benevolence and found two voluntary organisations which could provide advice on debts. She told us that the grant meant that she no longer had to worry about putting on the heater in her lounge and meant she didn't have to go to bed early because of the cold.

Another example is a gentleman living alone whose gas boiler had broken down and he thought he would need to have a new one as he'd had the boiler some years. Thankfully, he found a local gas engineer who advised he could replace the broken part to get it working again at a cost of £150 including labour. We were able to help with this and undertook a benefit check to ensure he was claiming his entitlements. We also found a link through his previous working background to a trade benevolent fund.

We typically signpost people to Step Change for those needing debt advice and to our Benefit Advice Service for benefit checks or help to make a benefit claim. Our Money Matters Service can help those who are finding it difficult to manage their day to day paperwork and household bills and our Telephone Befriending Service can support those who are living alone or feeling isolated. Any other issues raised are signposted to the relevant organisation for further help.

To make a referral, please call our Advice Line: 0300 500 1217.

Yours faithfully



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