



Household Support Fund

Round 4 FAQs



What is the Household Support Fund?

The Household Support Fund (funded through the Norfolk County Council Cost of Living Support Scheme) has been created to provide a straightforward route for frontline voluntary, community, and Social Enterprise (VCSE) organisations to deliver vital and immediate financial help with regular utilities and other household essentials to the people you support who are facing hardship around the increasing cost of living.



Who can I support with this funding?

The Household Support Fund can support households who have been identified as particularly vulnerable to the rising cost of energy.



What utilities can this funding be used for?

In this case, utilities can be defined as a vital household cost that requires regular payment. This can include:

- Energy and heating bills (gas, electric, oil, coal)
- Water bills
- Wi-Fi, landline and phone bills
- Winter warmth essentials, for example:
 - Hot water bottles
 - Heated/electric blankets
 - Winter duvets
 - Blankets
 - Warm clothing
 - Slow cookers



This funding cannot support

- TV licence and TV subscriptions
- Food costs
- Council tax bills
- Petrol/diesel
- Debt repayment
- Repairs and unforeseen costs relating to the household e.g. boiler repairs





How much can I apply for in this round?

Your organisation will be able to apply for initial funding of up to £10,000 to distribute in grants of £50 or less per household. The £50 payment can be claimed once per household, and there is no minimum or maximum number of people per household.

If you become aware of new households in need of support, you can make multiple applications to the fund within the same Round. However, each household must only be supported once per Round.



How can we distribute the funding?

Here are some suggestions of how the funding can be distributed:

- Direct bank transfer to the household/cash
- Top fuel keys/cards
- Purchase of vouchers or gift cards
- Make purchases on behalf of the household (e.g. Guest top-up through utility companies)



What will you need to tell us when applying?

- How many households you are seeking to support.
- An understanding of who is living in the household.
- How you plan to distribute this support.
- The geographic area you will be distributing the funding.
- What process you will use to record/monitor the grants distributed.
- Confirmation the grant will be spent before the end of March 2023.

Norfolk County Council may request us to report back on any of these points.

No personal details of recipients need to be provided – your charity will be responsible for delivering this benefit to the households you wish to support.



Further Questions?

If you have any further questions, email our Programmes team at grants@norfolkfoundation.com or call us on 01603 623958

