

Eating well for less: Financial support, food banks & food hubs

People struggle financially for many reasons. If you are struggling to afford food, essential kitchen equipment or gas and electric bills you may qualify for financial support, household items or vouchers to use at a supermarket or food bank. You may also be able to visit a local food hub such as a community supermarket or community larder or fridge where food is offered at low cost or sometimes free. If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to help to buy healthy food and milk from the Healthy Start scheme.

Financial support

Norfolk County Council Client Hardship Service: find out if you can receive essential household items such as a reused fridge, freezer or cooker. Tel. 0344 800 8020 (9am – 5pm, Mon – Fri) or visit website: <https://www.norfolk.gov.uk/article/41957/What-the-Client-Hardship-Service-is>

Norfolk County Council Crisis Support Fund: find out if you can receive supermarket vouchers to spend on essentials or a payment for your gas or electricity meter if you have run out. Tel. 0344 800 8020 (9am – 5pm, Mon – Fri) or visit website: <https://www.norfolk.gov.uk/article/69046/Crisis-Support-Fund>

Suffolk County Council Local Welfare Assistance Scheme: find out if you can receive funds to help buy food, heating, clothing and fuel, or to pay your household bills. Tel. 0345 606 6067 (9am – 4pm, Mon – Fri) or visit website: <https://www.suffolk.gov.uk/community-and-safety/communities/healthier/suffolk-local-welfare-assistance-scheme>

Healthy Start

Eligible people will get a Healthy Start card with money on it (topped up every 4 weeks) to use in some UK shops

You can use the card to buy:

- plain liquid cow's milk
- fresh, frozen and tinned fruit & veg
- fresh, dried and tinned pulses
- infant formula milk (from cow's milk)

You can also use the card to collect:

- Healthy Start vitamins – during pregnancy & breastfeeding
- vitamin drops for babies and young children – these are suitable from birth to 4 years old

To learn more call: 0300 330 7010 or visit <https://www.healthystart.nhs.uk/>

Food Banks

Most food banks use a voucher referral system, where you first obtain a voucher from your GP or Social Worker, or from a local agency such as Citizens Advice, housing association, local social services or health services, then visit a food bank to exchange the voucher for a supply of emergency food items. Offerings and instructions may vary from one food bank to the next, for example how many days you have to use the voucher. You might be able to use some food banks without a referral, for example, if it's run by a church. Contact your local food bank to see if you need a referral voucher and what their instructions for use are.

Citizens Advice Food Bank Helpline:
Tel. 0808 208 2138

See below to find food banks near you

Food Banks: Norfolk & Waveney

All Norfolk food banks: visit website and type “food bank” into Category:
<https://communitydirectory.norfolk.gov.uk/>

Norwich Foodbanks: Tel. 0300 365 1123
Email: admin@norwich.foodbank.org.uk
Website: <https://communitydirectory.norfolk.gov.uk/Services/11900/Norwich-Foodbanks>

North Norfolk Foodbank: Tel. 07826 376343 (9am – 3pm, Mon – Fri)
Email: info@northnorfolk.foodbank.org.uk
Website: <https://northnorfolk.foodbank.org.uk/get-help/>

Mid Norfolk Foodbank: Tel. 07542 106107
Email: info@midnorfolk.foodbank.org.uk
Website: <https://midnorfolk.foodbank.org.uk/get-help/>

West Norfolk
Food banks are located in King’s Lynn, Hunstanton and Downham Market
Website: <https://www.trussell.org.uk/emergency-food/find-a-foodbank>

South Norfolk & Waveney Food Banks
Email: info@waveney.foodbank.org.uk
Website: <https://communitydirectory.norfolk.gov.uk/Services/11991>

Community Food Hubs

Norfolk Community Fridges: communal places where surplus food is shared between people in a community, by local businesses and individuals.
Website: <https://communitydirectory.norfolk.gov.uk/Services/13756>

Nourishing Norfolk Network: working to ensure communities have access to affordable, healthy food via food hubs such as community supermarkets, pantries and larders.
Tel. 01603 623958
Email: shinebrighter@norfolkfoundation.com
Website: <https://www.norfolkfoundation.com/giving/join-our-missions/nourishing-norfolk/nourishing-norfolk-network/>

Suffolk Pop-up / Top-up Shops: For anyone struggling financially to buy food. No referral needed, just bring an empty shopping bag. £2 a bag for lots of groceries available at various locations. Please see links for where this service is running.
Website: <https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/service.page?id=bDRGnBOfmRw>

If you are losing weight without meaning to, or you have concerns about your diet, please speak to your GP who may consider referring you to a Registered Dietitian

Find our other “Eating well for less” information sheets (budget-friendly recipes and information about shopping smart & reducing food waste) here:

<https://nwknowledgenow.nhs.uk/content-category/clinical-information/other-specialties/dietetics-nutrition-and-blood/eating-well/>