



If you would like this information in large print or in an alternative version, please contact us on **0344 800 8020** and we will do our best to provide it.

# Support to help people to self-isolate

To protect our community, we need to continue to keep safe from infection and prevent further coronavirus outbreaks.

# Community and volunteer support to help you with your everyday needs while you self-isolate



## Support is now available from:

**The Norfolk Community Directory** - groups, befriending, and shops and restaurants that offer delivery. Search for Community Directory on the Norfolk County Council website: [www.norfolk.gov.uk](http://www.norfolk.gov.uk)

**Community hubs** - networks of volunteers, local council community hubs and community groups for Wellbeing, Necessities, Home needs and more:

### Wellbeing

Weekly check-ins  
Befriending Services (via phone)  
Contact with local community groups  
Support to register as vulnerable with services  
Offering reassurance and advice on staying well  
Guidance and signposting on how to keep active

### Necessities

Food ordering  
Arranging food collection and deliveries  
Picking up prescriptions  
Walking pets  
Sharing applicable benefits and financial support  
Advice on what to do in an emergency  
Access to hardship funds

## Community Response

### Home

Arranging emergency home and heating repairs  
Advice on keeping warm/heating the home efficiently  
Make the property safe and secure  
Housing advice and homelessness advice  
Registering for assisted bin collections

### Other

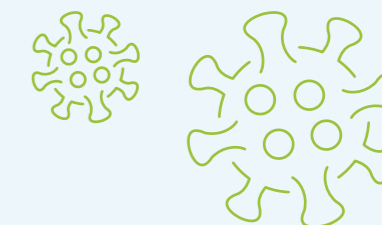
Employment support and rights advice  
Issues relating to self isolation such as MOT delays etc.  
Accessing online services where homes do not have the internet  
Acquiring documents or NHS numbers  
Enhanced debt and budgetary support  
General advice, information and signposting

If you or someone you know needs any of the above help, please contact us on **0344 800 8020**

## Norfolk Assistance Scheme (NAS)

NAS provides support to Norfolk residents, aged 16 or over, who are self-isolating or are vulnerable, or are suffering other types of hardship due to the pandemic, offering urgent help with:

- Food, cash or household items
- Providing essentials like fridges, cookers and beds
- Gas and electricity costs



You can apply online by searching for the Norfolk Assistance Scheme on the Norfolk County Council website: [www.norfolk.gov.uk](http://www.norfolk.gov.uk) where you'll be asked a few questions to check whether you're eligible.

If you don't have internet access or need help to fill the form in, please call: **0344 800 8020**.

## Those who have tested positive for coronavirus with the risk of potentially infecting others and spreading the disease

### Self-isolation support payment

From 28 September 2020, employed and self-employed people who have tested positive for Covid-19 or who have been told to self-isolate may be entitled to two types of support payment. There is an NHS Test and Trace Payment and a Local Council Discretionary Payment, each of £500. These are for people who can't work from home, so would lose income if they self-isolated and may be on work-based benefits.

These payments should help you to keep others safe by staying at home and reduce money worries if you have symptoms, need to get tested and shouldn't go out to work. For more information search Test and Trace Support Payment on the Norfolk County Council website: [www.norfolk.gov.uk](http://www.norfolk.gov.uk)

For local council discretionary payment information, please contact your local authority.

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