



Norfolk County Council

NEWS RELEASE

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Norfolk Heating Oil Crisis Fund launched to combat rising costs



Norfolk County Council has set up a £3 million crisis fund to support residents affected by the rise in heating-oil prices.

The county has one of the largest numbers of oil-heated homes, with around 70,000 households relying on the fuel for heating and hot water.

The Norfolk Heating Oil Crisis Fund will offer help to low-income families who may otherwise be left without fuel.

Tom McCabe, chief executive officer at Norfolk County Council, said: "This is a moment of real crisis for many Norfolk residents. The Norfolk Heating Oil Crisis Fund will offer practical and timely support to those who are facing hardship."

"Norfolk's rural communities face unique pressures, and the sharp rise in heating oil costs is landing hardest on the households least able to absorb it. We want everyone to know that help is here, and we are committed to supporting Norfolk families through this difficult period."

Who can access support?

Help is available to those who are on low incomes, typically households with less than £35k coming in each year.

The council will also consider savings and any outstanding debts-ensuring the support reaches those who need it most.

Priority will be given to those who are due to run out of oil and are at imminent risk of losing access to heating and hot water.

What support is on offer?

Once eligibility is confirmed, the council will offer grants of around £350 per household.

There is also support available around setting up payment plans with oil suppliers.

Those who are in financial hardship can also access a range of support through the council's Crisis and Resilience Fund which offers crisis payments for unexpected financial shocks and support to build financial resilience. This includes budgeting advice, grant applications, and debt referrals.

How can I access support?

Residents can apply to the Norfolk Heating Oil Crisis Fund through the council's website at www.norfolk.gov.uk/HeatingOil

You will be asked to provide information about yourself and anyone else who lives with you.

That will include 2 months banks statements, details of outstanding debts and if you have an oil payment plan in place.

Those who cannot access support online can call 0344 800 8020 and someone will complete the form with you.

The Norfolk Heating Oil Crisis Fund is funded through a £3,055,625 top-up to the 2026/27 Crisis and Resilience Fund from the UK government.

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Heating oil is widely used in rural communities, and Norfolk has one of the highest proportions of heating oil in the country. There are around 70,000 homes in Norfolk who rely on heating oil which represents 17% of households. The use of heating oil varies significantly between Norfolk's districts.

Area	Households using Heating Oil only	% Households using Heating Oil only
King's Lynn and West Norfolk District	16,937	25.10%

North Norfolk District	11,893	24.59%
Great Yarmouth District	5480	12.31%
Breckland District	14,278	23.64%
Norwich District	142	0.22%
Broadland District	6382	11.05%
South Norfolk District	14,866	24.22%
Norfolk	69,978	17.30%