

Crisis and Resilience Fund Briefing Note No. 26 - 04

Service: Communities

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This briefing outlines the transition from the Household Support Fund (HSF) to the new Crisis and Resilience Fund (CRF), the support available to residents, and the relevant referral routes for partners and frontline staff.

More information on the support provided by the Crisis and Resilience Fund can be found at [Crisis and Resilience Fund - Wiltshire Council](#).

Overview of the Crisis and Resilience Fund

- The Crisis and Resilience Fund (CRF) replaced the Household Support Fund on 1 April 2026.
- The fund marks a national shift from short-term emergency payments to a longer-term approach to financial resilience and community wellbeing.
- Wiltshire Council will receive £13.4m across the funding period:
 - £4.4m in 2026/27
 - £4.4m in 2027/28
 - £4.6m in 2028/29
- A full CRF delivery plan will be published later in 2026.

Impact on previous support schemes

- The Local Welfare Provision (LWP) scheme ended on 31 March 2026. Its core functions, including crisis support are now delivered through the crisis payments element of the CRF.
- Long-term resilience support is also now delivered through the Crisis and Resilience Fund.
- Stakeholders should now direct residents to the Wiltshire Wellbeing Hub instead of LWP. The hub can be contacted on 0300 003 4576 or wellbeinghub@wiltshire.gov.uk. More information can be found at [Crisis and Resilience Fund - Wiltshire Council](#).

- From 1 April, Discretionary Housing Payments (DHP) was also replaced by the housing payments strand of CRF. The application process for housing payments will continue exactly as the previous Discretionary Housing Payments DHP scheme worked. Application forms can be downloaded from the council's website at [Extra help with rent - Wiltshire Council](#).

Where to refer residents facing immediate financial crisis

Residents experiencing an urgent financial or wellbeing issue can still access crisis help through the CRF. Partners are encouraged to signpost residents facing financial crisis directly to the Wiltshire Wellbeing Hub, as:

- It's the first point of contact for all urgent support needs
- Staff can provide advice, assess CRF eligibility, and connect residents with other services

Opening hours:

- Mon–Thu: 9am–5pm
- Fri: 9am–4pm

Contact:

0300 003 4576

wellbeinghub@wiltshire.gov.uk

Support for residents not in immediate crisis but need wraparound care

Some residents may need advice but not urgent intervention.

Stakeholders should signpost these individuals to:

Citizens Advice, as they can

- Offer independent, confidential support
- Advise on benefits, budgeting, debts, and wider issues

The Citizen's Advice contact details are 0808 278 7995 or more information can be found at www.citizensadvicewiltshire.org.uk.

Support for households using oil heating

Immediate support (interim arrangements):

Wiltshire Council has been awarded an extra £783,725 via the CRF specifically for supporting households reliant on oil heating.

Low-income households needing urgent help with oil heating costs should:

- Visit www.wiltshire.gov.uk/Crisisandresiliencefund
- Complete the form under the 'Oil heating' section
- Check eligibility information on the same page

Future provision (in the coming weeks):

Wiltshire Council is working with Centre for Sustainable Energy to set up a dedicated financial support offer for oil heated households on a low income.

Further details will be shared with stakeholders once arrangements are confirmed and in place.

Long-term financial resilience support

The CRF is not solely a crisis fund – it also aims to strengthen sustainable financial wellbeing.

Over the coming months, Wiltshire Council will work with partners to:

- Expand services that stabilise household finances
- Reduce repeat hardship
- Build resilience through advice, coordination, and practical support

Further details will be available once plans are confirmed.

Key components of the Crisis and Resilience Fund

The CRF is structured around four core strands:

1. Crisis payments – urgent financial support
2. Housing payments – targeted assistance to prevent housing-related crises
3. Resilience services – longer term support improving financial stability
4. Community coordination – local partnerships that strengthen community resilience

These components will be rolled out in phases throughout 2026.

Further Information and updates

All CRF information, including eligibility, application routes, and updates, is available at www.wiltshire.gov.uk/Crisisandresiliencefund. This page will be updated regularly as the CRF develops.

If you have any queries in your roles as councillors, please don't hesitate to contact crf@wiltshire.gov.uk

Round-up of useful links:

www.wiltshire.gov.uk/Crisisandresiliencefund - Wiltshire Council
Crisis and Resilience Webpage

www.citizensadvicewiltshire.org.uk - Citizens Advice website

wellbeinghub@wiltshire.gov.uk - Wiltshire Wellbeing Hub email address

crispayments@wiltshire.gov.uk - Crisis and Resilience Fund crisis
payments email address

<https://www.gov.uk/government/news/1-billion-resilience-fund-and-next-step-towards-removal-of-two-child-limit-provide-safety-net-for-families> - Government webpage