

Crisis & Resilience Fund - briefing for professionals

10 July 2026

The Crisis and Resilience Fund (CRF) is a new scheme funded by the UK Government. It is designed to help people who are struggling with money or facing a financial crisis. **The CRF is not the same as the previous Household Support Fund**, which ended in March 2026 - the focus of the CRF is on financial resilience, and so some funded services will be new, while others will change or stop.



**Funded by
UK Government**

It provides:

- Crisis payments if residents face a serious financial shock - e.g. redundancy, bereavement, domestic abuse, fire or flood damage to property.
- Advice and practical help including money and debt advice, budgeting, support to increase income, or support to access food, employment and sustaining a tenancy.
- Joined-up local services, so organisations work together to support residents.
- Housing payments through local [district or borough councils](#).

When will support be available?

Services will launch in stages. We are currently working to award a contract for a new crisis payments service in East Sussex. We expect this to be available by September 2026.

If residents need help now

- See our pages on [cost of living support](#) - hard copies of this information are also available, please email financial.inclusion@eastsussex.gov.uk
- Check that residents are getting all the financial support that they are entitled to: [Benefits calculators](#) - [GOV.UK](#)
- For advice on debt or benefits, phone the [welfare benefits helpline](#)
- Families eligible for free school meals can get free activities and food through [Holiday food and fun](#)
- Families can call ESCC's Family Information Service - 0345 60 80 192 (Mon-Fri, 10am-3pm) for advice and signposting

CRF funding has also been awarded to the following local **Advice services** to help support residents facing financial challenges - please refer on to these organisations as appropriate for the clients you are supporting:

For all residents:

- Citizens Advice 1066 (Hastings & Rother) citizensadvice1066.co.uk/contactus (click on General Advice form) - 01424 869352
- Citizens Advice Eastbourne - www.eastbournecab.co.uk - 0800 144 8848

- Citizens Advice Lewes District - lewesdistrictca.org.uk - 0808 278 7892
- Citizens Advice Wealden - wealdencitizensadvice.org.uk - 0808 278 7811
- HARC - harcuk.com - Benefit Helpline number: 0333 344 0681 or 01424 428375

For older people:

- Age Concern Eastbourne - ageconcerneastbourne.org.uk - 01323 638474
- Age UK East Sussex - ageuk.org.uk/eastsussex/ - 01273 476704

For families with children and young people aged 0-25yrs with special educational needs and disabilities:

- Amaze Sussex - amazesussex.org.uk - 01273 772289

For families with a Children's Services Practitioner (e.g. a social worker or keyworker) and a current intervention, then the practitioner can apply for CRF support on the family's behalf.

For adults with disabilities or long-term health conditions:

- Possability People - www.possabilitypeople.org.uk/advice - 01273 89 40 50 or 01424 23 44 60

For housing advice:

- BHT Sussex - bht.org.uk - Eastbourne 01323 642615 / Hastings 01424 452618

Help with the costs of heating oil

Eligible residents can apply for help through Citizens Advice 1066:

- **Online:** [Energy self referral form - Citizen's Advice 1066](#)
Please tick the 'heating oil' checkbox under the reason for seeking help. See also: [Citizen's Advice 1066 privacy notice](#).
- **Phone:** 0800 464 7307

More information is available here: [Help for households using oil heating | East Sussex County Council](#)