

# Crisis Resilience Fur

Cabinet - April 2026

Team/TPO	Proposal/s	CRF Strand	CRF Priorities
N/A	Administration, Staffing & Communications	<b>ADMIN</b>	N/A
Revenues & Benefits	Council Tax Relief Support (CTRS) scheme	<b>Crisis Payment</b>	Reduction in Priority Debt
Revenues & Benefits	Housing Payment Scheme (Formerly DHP)	<b>Housing Payment</b>	Ringfenced (Former) DHP Payments. Reduction in Priority Debt.
Free School Meals	Free School Meals Funding for May Half Term	<b>Crisis Payment</b>	Reduced need for emergency food parcels
Welfare Support Team	Crisis Support Scheme	<b>Crisis Payment</b>	Reduced need for emergency food parcels, Reduction in Priority Debt, Maximisation of individuals' incomes

Community Resource / Welfare Support	Heating Oil Support Scheme - <b>IN DEVELOPMENT</b>	<b>Crisis Payment</b>	Reduction in priority debt
Public Health	Community & Family Hubs	<b>Resilience Services / Community Coordination</b>	Increased access to appropriate and quality advice services, Increased savings, Reduction in priority debt, Maximisation of individuals' incomes
SFPA	Food Poverty/Insecurity - Support to Foodbanks and similar venues.	<b>Resilience Services / Community Coordination</b>	Reduced need for emergency food parcels, Increased access to appropriate and quality advice services
Citizens Advice Shropshire	Citizens Advice additional Community Advisor, Data, Impact, Research, Shropshire Food Poverty Alliance funding and Specialist Debt & Money Advisors	<b>Resilience Services / Community Coordination</b>	Increased access to appropriate and quality advice services, Maximisation of individuals' incomes
Marches Energy Advice (MEA)	Debt Repayment Fund, Individual Warmth Grants, Energy Efficiency Grants, Development of locally adapted energy advice materials, Energy Resilience - Workshops for Families & Young People	<b>Resilience Services / Community Coordination</b>	Increased access to appropriate and quality advice services, Community Coordination - building community level support, Decreased need for crisis and housing payments, Reduction in Priority Debt, Reduced instances of material deprivation

AWEE/Public Health/MEA	Community Resilience Hubs	<b>Resilience Services / Community Coordination</b>	Increased access to appropriate and quality advice services, Increased savings, Reduction in priority debt, Maximisation of individuals' incomes, Decreased need for Crisis Payments and Housing Payments
AgeUK	Advisor and programme developmental posts	<b>Resilience Services / Community Coordination</b>	Increased access to appropriate and quality advice services, Reduced experiences of material deprivation, Maximisation of individuals' incomes, Decreased need for crisis and housing payments, Increased Savings
Community Resource	<p>Delivery of Training support across VCSE sector</p> <p>Hardship and Poverty Grants</p>	<b>Community Coordination</b>	ALL
IT/Web Team	<p>Regular amendments/refreshes to council webpages for accurate, up to date information.</p> <p>Development of online application form for Crisis Payment scheme.</p>	<b>Resilience Services</b>	N/A

<p>Shropshire Libraries</p>	<p>Library Financial Skills &amp; Warm Space Programmes</p>	<p><b>Resilience Services</b></p>	<p>Increased access to appropriate and quality advice services, Increased savings, Reduction in priority debt, Maximisation of individuals' incomes, Decreased need for Crisis Payments and Housing Payments</p>
<p>Care Leaving Team</p>	<p>Various support programmes including crisis payments, advice and support sessions, and targeted training to enable care leavers and young people about to leave care to upskill/attend courses building independence and employment skills.</p>	<p><b>Resilience Services / Crisis Payments</b></p>	<p>Reduced experiences of material deprivation, Increased access to appropriate and quality advice services, Increased savings, Reduction in priority debt, Maximisation of individuals' incomes</p>
<p>Early Help</p>	<p>Increase/additional contribution in HAF provision, as mitigation for reduction in FSM support over holiday period.</p>	<p><b>Resilience Services / Crisis Payments</b></p>	<p>Reduced need for emergency food parcels</p>
<p>Domestic Abuse Prevention Team</p>	<p>Economic Abuse Training Sessions</p>	<p><b>Resilience Services / Community Coordination</b></p>	<p>Reduced experiences of material deprivation, Increased access to appropriate and quality advice services, Increased savings</p>

<p>Affordable Warmth &amp; Energy Efficiency (Supported by Housing Enforcement)</p>	<p>Warm &amp; Safe Homes (WaSH) scheme, Heatsavers, Winter Emergency Heating. Affordable Warmth Payments, Central Energy Advice Service (Keep Shropshire Warm), Energy Efficiency Enabling Grant, Fuel Poverty Action</p>	<p><b>Resilience Services / Crisis Payments</b></p>	<p>Reduce material deprivation, reduce need for crisis / housing payments, maximise individual's income, increase access to quality &amp; appropriate advice services, increase savings.</p>
<p>Public Health</p>	<p>Standalone CRF officer to support programme delivery</p>	<p><b>STAFFING</b></p>	<p>N/A</p>
<p>Affordable Warmth &amp; Energy Efficiency</p>	<p>Additional staffing to support energy efficiency programmes.</p>	<p><b>STAFFING</b></p>	<p>N/A</p>

## and (CRF) Initial Delivery Plan 2026 - 2029

<b>£4,432,235</b>
<b>Provisional Budget (inc. Heating Oil)</b>
<b>Additional Information</b>
Administration costs. Would be utilised to design, print and promote available support in a physical format, these would be delivered and stored at Community Hubs, Libraries, Leisure Centres and partner venues.
Up to £80 payment on account for those working age claimants on CTRS at risk of 20% minimum payment.
Ringfenced to replace DHP. Increase in DHP allocation/provision following increase in demand for this support. Requested an increase in allocation of 20% - permissible through guidance.
1 week May Half term only due to change in national guidance. Removal of FSM support over the summer holidays and beyond requires careful mitigations through support to other programmes such as enhancing the HAF offer, or further wraparound support into appropriate resilience services/supporting foodbanks/pantries)
Delivery of crisis payment programme for 1st April. Extension of existing scheme from Household Support Fund, extending to referral point for council no-wrong-door approach. Budget increased to accept additional referrals. Team will refer as appropriate to VCSE partners or internal teams for wraparound resilience support. Online application form in development to reduce administration and allow for greater coverage. Includes funding for an additional staffing post to support delivery/provide resilience support.

Further details to follow but in the meantime support is available via existing Crisis Support scheme

Funding of co-location of support services is a component of the CRF. This will support the 8 Community & Family Hubs to remain open, supports costs for relocation of some premises to expend and deliver resilience services. Scope to explore hosting of budgeting and support events at these venues. Community & Family Hub staff would also undertake Ask Assist Act training and be given signposting and referral details for additional support as well as be able to connect to crisis payments scheme via online application form.

Foodbank support/contributions and placement of resilience services on-site. CRF is moving away from direct payments to foodbanks however the demand is still there. This would look to explore a scheme with the Shropshire Food Poverty Alliance about how we can support this within the allowable framework of the CRF outcomes and objectives.

Advising around available support, benefits and income maximisation.

Investment into research and campaign efforts to further promote and advertise available resilience services, and form the data used to steer future CRF programmes. Coordination and support of hardship/poverty networks, handle impact reporting to identify trends. FCA Accredited requirement. Budgeting advice and support to maximise income and build financial resilience.

Debt Repayment Fund: providing valuable relief households and connecting them to advice and support to build resilience. Individual Warmth Grants, Workshops for Families & Young People. Development of locally adapted energy advice materials, Setting up a frictionless route to energy advice and support for residents who have applied for council managed energy efficiency grants, particularly those who in a holding position, are ineligible or have dropped out of the scheme. Setting up a pathway of support for residents who have had an energy efficiency install under a grant scheme. This would be unique to the measure(s) installed and flex according to householder needs. Running a series of workshops aimed at families and young people moving into/towards independent living. These workshops would be aimed at building energy resilience and opening up access to wider services and support and would utilise the Neighbourhood Hubs as venues where possible.

Investigate and launch a community venue "Resilience Hub" model (name tbc). Exploring how we can support and fund pre-existing and new venues to operate year round as warm/cool hubs and drop in centres for signposting information. This would extend to being a usable venue for VCSE partners, as well as internal council teams looking to deliver community work.

Benefits Advisor specialising in advice for older individuals, accepting referrals and connecting with appropriate support services. Developmental Role - specialising in targeted support, and development of new programmes and collaborative working opportunities following the VCSE workshop and priorities of VCSE sector and county at large

Co-development and delivery of bespoke training package - to be rolled out across the "resilience hub" venues, all Shropshire Council staff, VCSE and system partners.

A flexible crisis grants programme that responds urgently when a household faces a financial shock. Grants of £150–£550 will cover urgent needs such as income loss, emergency housing costs, essential repairs, temporary heating or cooking solutions, emergency travel or unexpected caring responsibilities.

Wherever possible, payments will be made directly to suppliers to speed up support.

Access will be through a single referral route via trusted partners, community groups and the Family and Community Hub network. Volunteers will play a central role, working directly in communities to identify need early, help residents access referral agencies and reach people who would not usually ask for help.

Eligibility will prioritise those most at risk: low-income families, older people, disabled residents and households facing debt or housing insecurity. Staff will use the Ask, Assist, Act approach to recognise vulnerability, offer supportive conversations and link people to wider services.

Development of any web-based requirements, application forms or advice hubs.

Annual refresh of cost-of-living webpages to ensure accurate, up to date information from partners.

Development and maintenance of Shropshire Together Directory

New offer, with an emphasis on finance/advice/budgeting basics - such as online banking, scam avoidance and financial skills. To be delivered by specialist qualified trainers.

Care Leaver ringfenced Crisis Payment fund- to include emergency payments for utilities, rent arrears that could result in evictions, travel costs to reduce isolation, mobile phone and internet costs, white goods and household goods, home security, food and clothing and debts.

4 weekly rolling programme to address budgeting and finances, housing and managing a home, education, employment and training and health as all 4 areas will develop resilience and reduce crisis. This would include costs for specialists to deliver training where needed.

Training budget to enable upskilling of care leavers and preparing them for work or education to include suitable work clothing or equipment needed for educational courses.

Develop a programme to be delivered to looked after children aged 13+ to support them to develop their independence skills prior to becoming an adult and cover the costs of printing, leaflets and updating the local offer to include details of how to access the care leavers crisis resilience fund.

Recommended support suggested as per CRF guidance as mitigation for Free School Meals

1/2 day training , community based sessions - held around the County at various locations and alongside groups

Twice yearly education session to our Young People through the Preparation for Adulthood teams to give them the skills to understand what financial and economic abuse looks like and how to keep themselves safe financially. Tailoured to be inclusive and trauma informed and accessible to all communities.

Warm & Safe Homes (WaSH) scheme, as from HSF. Highly scalable. Proactive detection and resolution of Housing Health Hazards (eg. excess cold, damp & mould, trips & falls, etc.) -Heatsavers: Hot Water Modernisation, Winter Emergency Heating. Affordable Warmth Payments - Direct cost-of-living payments made to those identified as vulnerable to the cold ahead of winter months, to help build credit and prevent 'heat rationing'. Central Energy Advice Service (Keep Shropshire Warm), provide a central point of contact housing & health referral & advice service for those in or at risk of experiencing fuel poverty. Provide advocacy for those experiencing energy debt. Energy Efficiency Enabling Grants Fuel Poverty Action - Roaming energy advice outreach, direct energy payments, fuel depots for isolated communities training on fuel debt, energy bills, energy efficiency etc. for frontline workers / teams / VCSE.

A dedicated support officer will provide additional capacity across all teams to ensure that the breadth of programmes outline within this list are able to be developed, monitored and reported on.

Dedicated support officer within AWEE team to deliver programmes and support the wider CRF energy agenda.

£	4,432,235.00
<b>100%</b>	
Indicative figures 26/27	
£	200,000.00
£	150,000.00
£	439,926.30
£	135,000.00
£	680,000.00

£	758,558.00
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£	86,288.60
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£	100,000.00
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£	191,000.00
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£	144,395.00
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**£ 169,690.00**

**£ 80,000.00**

**£ 200,000.00**

**£ 10,000.00**

£ 50,000.00

£ 100,000.00

£ 200,000.00

£ 5,000.00

£	639,500.00
£	46,438.55
£	46,438.55