



# The Crisis and Resilience Fund (CRF)



Department  
for Work &  
Pensions

Support for low income households who encounter a financial shock

Goal: help people to deal with a financial shock or prevent crisis

## Councils should invest in 'Resilience Services'



Crisis support



Financial resilience



Local support networks



### Principles

Needs based

Person-centred

Trauma informed

No wrong door

Holistic

### Drivers

Disasters

Accidents

Health crises

Domestic abuse

Breakage and theft

Short term income gap

### Allowable spend

Food

Clothing

Water

Furniture and appliances

Housing

Transport related

Hygiene products

Digital connectivity

Energy

### Contact us

[policyinpractice.co.uk](http://policyinpractice.co.uk)

[hello@policyinpractice.co.uk](mailto:hello@policyinpractice.co.uk)

0330 088 9242

## Guidance



Available throughout the year



More than one application route



Advertised and easy to access, not online only



CRF branding provided by DWP



Cash first subject to individual's needs and preferences



Needs based (not first come, first served)



Paid quickly in 48 hours (unless in kind)

## Monitoring and outcomes

### Data and accountability

1. New data feed from DWP can be brought into LIFT
2. Local authorities must submit an annual delivery plan and MI returns on applications, awards and outcomes on a six-monthly basis
3. Return any underspend after 3 years

### Outcomes to track

- Savings/debts
- Food parcels
- Material deprivation
- Maximised income
- Crisis applications
- Advice referrals

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# How councils are using data to target crisis support more effectively



## Bracknell Forest's use of LIFT highlighted in the Department for Work and Pensions' CRF guidance

Bracknell Forest Council has seen significant successes by using the Low Income Family Tracker (LIFT) to harness the power of its administrative data and identify residents for support.

“With more demand for council services, LIFT offered a way to give preventative support at scale across the borough.”

- Crisis and Resilience Fund: Guidance for local authorities in England



Read more about it [in the guidance](#)

Over £820,000 secured for over 240 households

Over £550,000 reduction in arrears



PLYMOUTH  
CITY COUNCIL

## From data to doorsteps: How Plymouth allocated discretionary support to families in 2025

Using LIFT, the council proactively identified and contacted households eligible for the Household Support Fund, ensuring fairer and more efficient distribution.

“The ability to identify and engage residents at an early stage has enabled us to provide timely, targeted interventions that not only improve financial stability but also strengthen overall wellbeing and resilience.”

- Zoe Sydenham,  
Plymouth City Council

94 households supported in 2025

£25,922 allocated in Household Support Fund

£125,000 potential income gain to households

**LGC Awards**

FINALIST

## Policy in Practice helps councils allocate £18.5 million in Household Support Funds

LIFT was nominated for a LGC award for helping 9 local authorities accurately target their Household Support Funds using their administrative data.

Over £18.5 million in financial support was successfully allocated to vulnerable households.



LGC Awards 2022  
Finalists

### Amounts allocated include:

£2,847,994

£2,406,671

£2,218,159

£2,996,279

Data-led targeting



Support reaches the right households



Fairer, more efficient allocation



Proven local authority practice

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# Data and analytics for targeting support

## Low Income Family Tracker (LIFT)

- 🕒 **Proactively identify and engage** households who are struggling financially
- 👉 Create a campaign and **immediately send a letter, text or payment** in a few clicks to the residents affected using Campaign Manager
- 📅 Integrate income maximisation into the CRF assessment and save time through a **unique self-serve link to their pre-populated CRF application form**
- 📍 Integrate the CRF application with other local support in a single form

The diagram illustrates the integration of the Low Income Family Tracker (LIFT) with Campaign Manager. On the left, a map of London shows red dots representing households in financial hardship. On the right, a 'Campaign Details' form is shown, which uses the latest data from LIFT to create a campaign. The form includes fields for 'Campaign Name' (set to 'CRF payment'), 'Campaign Type' (set to 'Custom'), and 'Communication Channel' (with 'Letter' selected). A green arrow points from the LIFT map to the Campaign Details form, indicating the flow of data from identification to engagement.

### Crisis and Resilience Fund application

#### Personal Information

Full name

Postcode

Address

What is your National Insurance Number?

Please enter your Council Tax Reference Number

### Apply Once

**Income maximisation** integrated into the CRF application process:

- Review applications
- Receive guidance
- Record decisions
- Fulfil awards
- Record management information

...**all in one place** for seamless fulfilment and reporting

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