

Crisis and Resilience Fund Survey (Single-Tier/Counties) - July 2025

Start of Block: Introductory and privacy text

Crisis and Resilience Fund Survey: July 2025

The Household Support Fund and Discretionary Housing Payments allow councils to deliver discretionary local support to residents who are at risk of financial and material hardship.

The current round of the Household Support Fund and Discretionary Housing Payments allocation is due to come to an end on the 31 March 2026. The Government is replacing the existing provision with the [new combined Crisis and Resilience Fund](#) starting in April 2026.

We previously invited you to respond to a similar survey focused on Household Support Fund in June 2024. We are inviting you to respond to this survey to capture the demand for local welfare provision and the impact the new fund will have on provision.

Thank you for taking the time to complete this survey. You can navigate through the questions using the buttons at the bottom of each page. Use the 'previous' button at the bottom of the page if you wish to amend your response to an earlier question.

Please complete this survey in one go - if you exit before submitting the survey your answers may be lost. If you would like to see an overview of the questions before completing the survey online, you can access a PDF [here](#).

All responses will be treated confidentially. Information will be aggregated, and no individual or authority will be identified in any publications without your consent. Identifiable information may be used internally within the LGA but will only be held and processed in accordance with our [privacy statement](#). We are undertaking this survey to aid the legitimate interests of the LGA in supporting and representing authorities. By completing this survey, you are agreeing to us processing your personal data.

Please complete this survey by 5pm on Friday 12 September. Please contact us at hannah.sadik@local.gov.uk if you encounter any issues in completing your submission.

End of Block: Introductory and privacy text

Start of Block: Demographics question

Please enter your details below.

- ☐ Name _____
- ☐ Council _____
- ☐ Job title _____
- ☐ Email address _____

End of Block: Demographics question

Start of Block: Local welfare scheme

Q1. Does your council have a local welfare scheme (or something similar) in addition to the Household Support Fund?

- ☐ Yes
- ☐ Yes - something similar (please specify below)

- ☐ No
- ☐ Don't know

End of Block: Local welfare scheme

Start of Block: Financial hardship

Q2. Do you have a standard definition of 'financial hardship' (or similar)?

- ☐ Yes
- ☐ Yes - something similar (please specify below)

- ☐ No
- ☐ Don't know

Q3. How has financial hardship in your area changed in the last 12 months?

- ☐ Increased in the last 12 months
 - ☐ Remained about the same
 - ☐ Decreased in the last 12 months
 - ☐ Don't know
-

Q4. How do you expect financial hardship in your area to change in the last 12 months?

- ☐ Increase in the next 12 months
- ☐ Remain about the same
- ☐ Decrease in the next 12 months
- ☐ Don't know

End of Block: Financial hardship

Start of Block: HSF allocation

Q5. Approximately what percentage of your Household Support Fund allocation is spent on the following areas?

As far as possible please ensure your overall percentages for the following areas add up to 100%.

Housing support: _____

In-kind hardship support (eg food vouchers, white goods): _____

Cash-first crisis support: _____

Advice services: _____

Other preventative services (please specify below): _____

Total: _____

Page Break

Display this question:

If Q5. Approximately what percentage of your Household Support Fund allocation is spent on the follo... [In-kind hardship support (eg food vouchers, white goods)] > 0

Q5a. What percentage of your in-kind hardship support allocation do you spend on food/essentials vouchers?



Q6. When combining Household Support Fund with other support, including the Holiday Activities and Food programme, to what extent, if at all, do you have sufficient resources to mitigate holiday hunger?

- ☐ To a great extent
- ☐ To a moderate extent
- ☐ To a small extent
- ☐ Not at all
- ☐ Don't know

Q7. Funding for the Holiday Activities and Food (HAF) programme has been confirmed until March 2026. Do you think the HAF programme should be extended?

- ☐ Yes, it should be extended
- ☐ Yes, it should be extended but there should be some changes
- ☐ No, there should be another programme to support children over the holidays and mitigate holiday hunger
- ☐ Don't know

Q8. If you would like to provide further information regarding your previous answer you may do so here.

Q9. Do you use Household Support Fund money to support people with No Recourse to Public Funds?

- ☐ Yes
- ☐ No
- ☐ Don't know

Q10. If you would like to provide further information regarding your previous answer you may do so here.

End of Block: HSF allocation

Start of Block: HSF ending

Q11. If the Household Support Fund were to come to an end without a sufficient alternative such as the Crisis and Resilience Fund, how would this impact any supplementary advice services you offer (eg debt and money, income maximisation, energy efficiency advice)?

- ☐ Increase in the level of provision of advice services
- ☐ The level of provision of advice services would not change
- ☐ Decrease in the level of provision of advice services
- ☐ Advice services would end
- ☐ Other (please specify below)

- ☒ Don't know

Q12. If you would like to provide further information regarding your previous answer you may do so here.

End of Block: HSF ending

Start of Block: HSF administration

Q13. How do you resource local welfare support in your area? Do you have a dedicated Household Support Fund Officer(s) or similar role, or does it form part of wider roles?

- ☐ We have dedicated role(s)
- ☐ It forms part of wider role(s)
- ☐ Other (please specify below)

- ☐ Don't know

Q14. To what extent, if at all, does the current Household Support Fund guidance enable you to deliver effective local welfare support that meets local needs?

- ☐ To a great extent
- ☐ To a moderate extent
- ☐ To a small extent
- ☐ Not at all
- ☐ Don't know



Q15. If you would like to provide further information regarding your previous answer you may do so here.

Q16. To what extent, if at all, does the Household Support Fund meet the costs of administration?

- ☐ To a great extent
- ☐ To a moderate extent
- ☐ To a small extent
- ☐ Not at all
- ☐ Don't know

End of Block: HSF administration

Start of Block: HSG replacement

Q17. The Government is replacing the existing Household Support Fund and Discretionary Housing Payments (DHPs) and creating a new combined Crisis and Resilience Fund starting in April 2026. Do you think it is viable to start administering the new combined fund by April 2026?

- ☐ Yes
 - ☐ No - the funds should continue being separate until April 2027
 - ☐ No - other recommendation/comment (please specify below)

 - ☐ Don't know
-

Q18. Out of the existing support that the Household Support Fund and Discretionary Housing Payments can be used for, please indicate what you think should be covered by the new Crisis and Resilience Fund or by the mainstream benefits system or another way.

	Yes, this should be covered by the Crisis and Resilience Fund	No, this should be covered by the mainstream benefits system or in another way
Rent shortfalls (DHP)	☐	☐
Rent deposits (DHP)	☐	☐
Rent arrears (DHP)	☐	☐
Removal costs associated with moving (DHP)	☐	☐
Costs linked with new tenancies (DHP)	☐	☐
Energy and water bills (HSF)	☐	☐
Food (HSF)	☐	☐
Essential household items (HSF)	☐	☐
Support during school holidays (HSF)	☐	☐
Wider essentials (eg transport, broadband, phone bills, school uniform) (HSF)	☐	☐
Housing costs (HSF)	☐	☐
Advice services (HSF)	☐	☐
Preventative support (HSF)	☐	☐
Other (please specify below)	☐	☐

Q19. To what extent, if at all, do you think the funding settlement of £1 billion a year from April 2026 to March 2029 is sufficient to meet local welfare needs?

- ☐ To a great extent
- ☐ To a moderate extent
- ☐ To a small extent
- ☐ Not at all
- ☐ Don't know

Q20. We are waiting for Government to release detailed guidance on the new Crisis and Resilience Fund. How flexible or prescriptive would you like this guidance to be, to decide what the fund is used for?

- ☐ Completely flexible
- ☐ Mostly flexible, slightly prescriptive
- ☐ A mix of flexible and prescriptive
- ☐ Mostly prescriptive, slightly flexible
- ☐ Completely prescriptive
- ☐ Don't know

Q21. If you would like to provide further comment on the Crisis and Resilience Fund you may do so here.

End of Block: HSG replacement

Start of Block: Other provision

Q22. To what extent, if at all, do you think your council would be supportive of creating a new funded statutory requirement for local advice provision?

- ☐ To a great extent
- ☐ To a moderate extent
- ☐ To a small extent
- ☐ Not at all
- ☐ Don't know

Q23. Does your local authority currently offer a no interest loan scheme to residents on a low income?

- ☐ Yes
- ☐ No
- ☐ No, but we would be interested in offering a no interest loan scheme
- ☐ Don't know

End of Block: Other provision

Start of Block: Further comments

Q24. If you would like to provide further information on the topics covered by this survey you may do so here.

End of Block: Further comments

Start of Block: Survey end and privacy statement text

Once you press the 'Submit' button below, you will have completed the survey. Many thanks for taking the time to complete this survey. You are in control of any personal data that you have provided to us in your response. You can contact us at all times to have your information changed or deleted. You can find our full privacy policy here: [click here to see our privacy policy](#).

End of Block: Survey end and privacy statement text
