

Important Support Update for Families

From 1 April 2026, there will be a change to how some financial support is provided to families. The Household Support Fund is ending and will be replaced by the Crisis and Resilience Fund

What is the Crisis and Resilience Fund?

The CRF is a new fund that helps families when they are struggling. Support is based on each family's individual needs.

It can offer:

- help in an emergency, and
- longer-term support to help families become more stable.

What has changed?

- Families will no longer receive shopping vouchers
- Support during school holidays will be handled in the same way as other crisis support.
- Families who need help must apply and may be asked to provide some evidence

What kind of help is available?

Support may include:

- emergency payments,
- help with housing costs,
- advice about money and debts,
- help with work, skills, or training, support from local community organisations.

The aim is to help families now and reduce problems in the future.

Other support

- Fun and Food activities will still be available during school holidays.
- Families can check if they are eligible and apply online at:
www.durham.gov.uk/crf,
- Or contact **Customer Services** on **03000 267 900**.
- More money support is available at:
www.durham.gov.uk/helpwithyourmoney

The Crisis and Resilience Fund is one part of the wider support available to households. Further information on cost-of-living support can be found at: www.gov.uk/cost-of-living.”