The Crisis and Resilience Fund (CRF) Alliance

Crisis Support Working Group (CSWG), the Local Government Association (LGA), and the DWP CRF team formed the CRF Alliance following exemplary DWP-led co-design process



CRF Alliance story so far:

- CRF resources
- Evaluation Task and Finish Group
- LGA forum for local authorities

Find out more : admin@foodaidnetwork.org.uk | Local authorities LGA forum: rose.doran@local.gov.uk

Impact of the Crisis and Resilience Fund

Is the CRF working both in terms of crisis support and financial resilience-building?

Groups concerned with effectiveness as well DWP and Treasury include:

- Experts by experience accessing support
- Local authorities delivering CRF schemes
- LGA
- Third sector organisations (CSWG)
- Financial inclusion groups
- Food banks and other charitable food aid providers on the ground
- National governments
- Wider public



Different data and impact

- Quantitative and qualitative data; different methodologies – What's robust?
- What does 'good' look like when meeting the CRF's objectives?

- Example – How are local authorities defining 'crisis' re crisis payments? (Guidance is not mandatory)

Paragraph 13 of the CRF Guidance:
Authorities must use the CRF to offer support to low-income households to:

- Individuals who have experienced financial shock. A financial shock is a sudden, unexpected expense or drop in income, that can place pressure on their budget and wellbeing, or
- prevent individuals from entering crisis. Providing timely support so that people can manage pressures, main control and avoid being pushed into crisis or prevent crises from escalating.

Crisis and Resilience Fund Deliberative Research

- Deliberative research commissioned by the DWP
- Six deliberative workshops involving 36 participants in September-October 2025
- Various questions guided the research

Research objectives



The overall objectives for the research were:

- To explore how the CRF can effectively provide timely and accessible financial crisis support, and refer and support people to access and engage with activities that build financial resilience.
- To explore how CRF can design financial resilience-building activities in a way that genuinely achieves intended outcomes.

Crisis support

- What barriers exist to accessing current support?
- Where would people look if they needed help?
- What kinds of support do people prefer?
- Should some form of evidence be required to

Financial resilience activities

- Would people engage with financial resilience activities if it were a condition to receiving crisis support?
- What activities do people find helpful in building their financial resilience?
- How do we ensure people buy into resilience building activities and see their value?

Communication

- What is the best way to explain the support available through the CRF?
- How do we make the communication about the CRF clear and accessible?

Easy to access, well-promoted, and readily available crisis support

National Expert Influencing Forum: Peer Research Project

- Multi-channel access
- Plain English: simple wording, clear eligibility, and steps
- Clear communication
- Visibility
- Navigation support

‘This is a call to re-humanise crisis support. People are not asking for special treatment. They are asking for dignity, clarity, and a system that works when life is already hard.’

Listening to Real Experiences: Understanding Access to Local Welfare Assistance Schemes



National Expert Influencing Forum