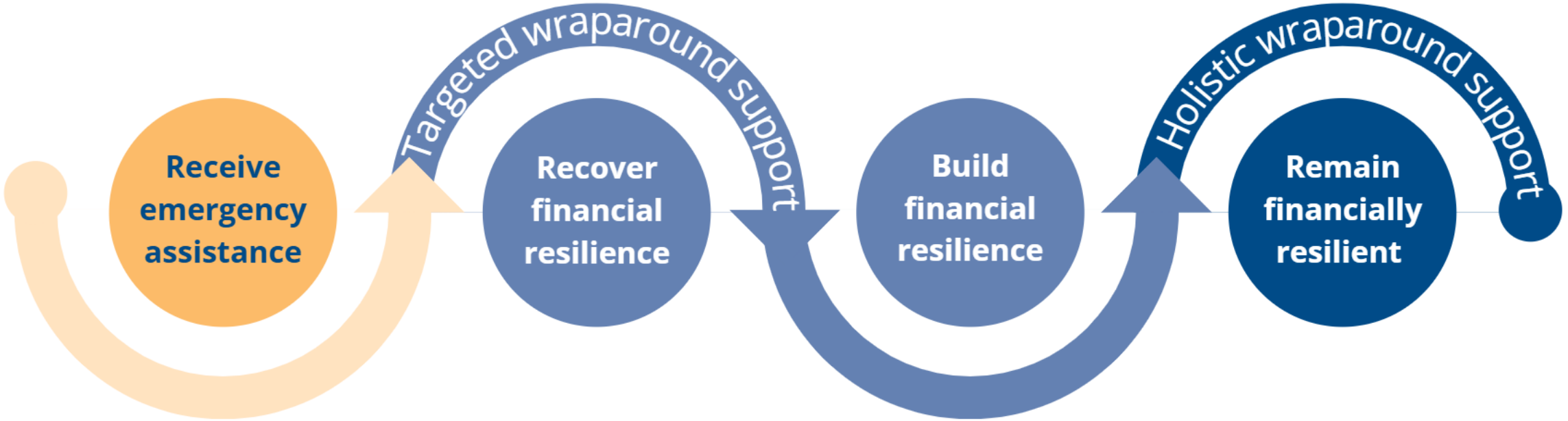
Crisis payments a cash first approach

citizens advice Somerset

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The Somerset Crisis and Resilience Alliance

A partnership delivering a joined-up range of initiatives combining crisis and prevention programmes that support vulnerable, low- income, households



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Somerset Community Foundation

SPARK SOMERSET Inspiring communities

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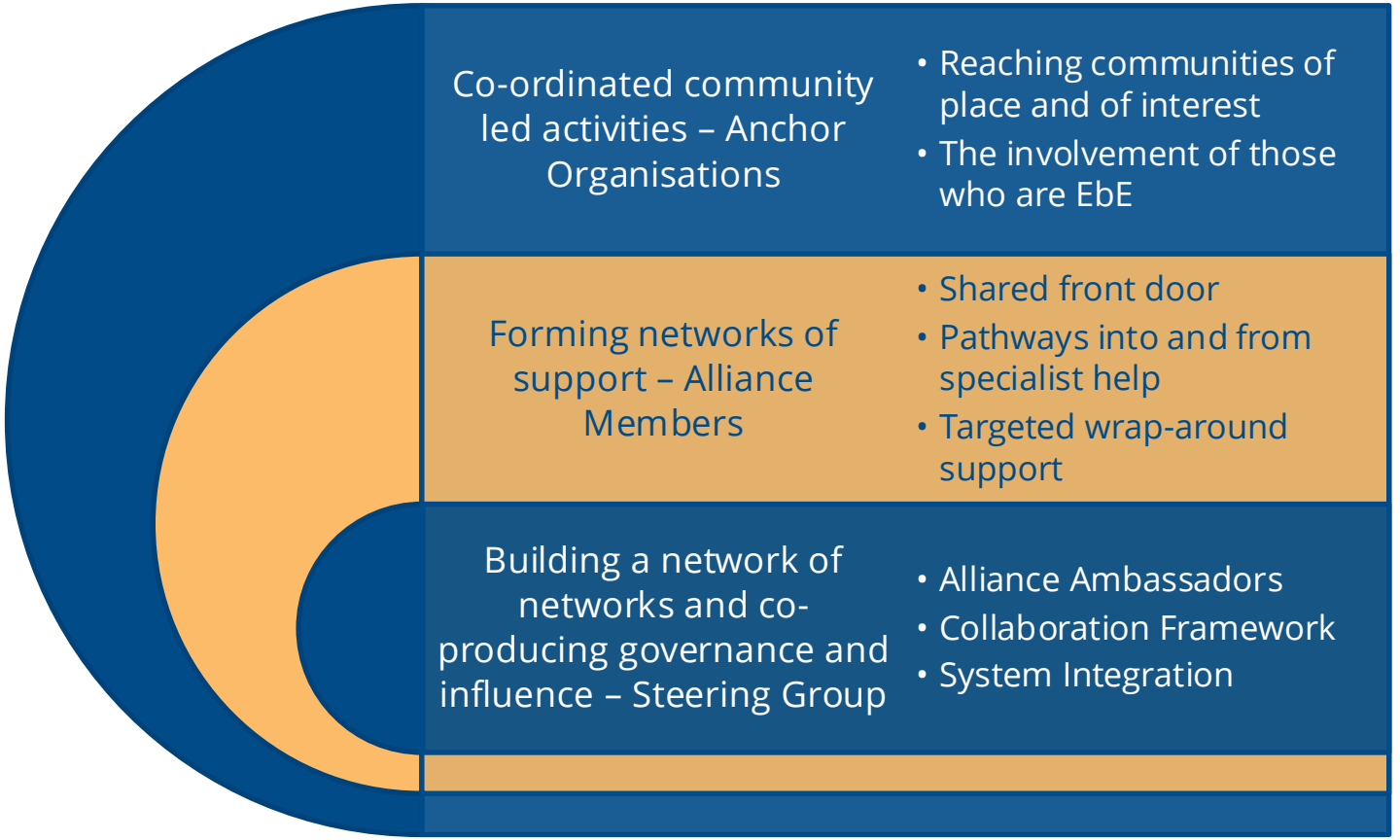
the Balsam Centre

MINEHEAD EYE YOUTH SERVICES

SECOND STEP PUTTING MENTAL HEALTH FIRST

BURNHAM WESTON Energy

Through a 3-tiered approach



A community approach to building financial resilience, supporting those in financial distress, assisting people to become more financially resilient and enabling communities to provide early help and prevention

Factors that impact financial resilience



Financial resilience is defined as the ability of the individual or family to withstand and recover from financial shock

Application process

Online, by phone or in person

CAS Crisis Payment team member will:

- Review evidence
- Contact the applicant to explore their situation
- Establish if the applicant meets the eligibility criteria for crisis payment
- Once all evidence is received a crisis payment award should be made within 2 working days

Applicants will be referred to Resilience Services for longer term support



Cash First

In most cases, the crisis payment will be cash directly into the applicant's bank account.

If no bank account, the applicant will be given a PIN code to withdraw the money from an ATM or a PayPoint cash voucher.

If an applicant has money management difficulty e.g. due to addiction, gambling or other vulnerability, they will be issued a voucher for the awarded item(s).

Other awards:

- Food/supermarket assistance will be a vouch er sent by email or text
- Fuel payments vouchers for prepayment meter top-ups, or for directly delivered fuel purchases



Applications

Key details...

Crisis payments are intended for short term, exceptional crises due to a **financial shock** to a low income household.

People can make more than one application however, where further applications are received, previous awards will be considered along with whether the applicant has taken reasonable steps to address any underlying issues - such as engagement with resilience services.

Lead Alliance partners will be able to receive applications and distribute awards in line with the Somerset Council CRF Crisis Payment Policy 2026.

The policy has been created by the Alliance utilising the experience of VCFSE organisations and Somerset Council's past experience of administering discretionary grants - local knowledge enabling support to be delivered at a grass roots level.

Any questions?

Supporting whole communities by helping people individually

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