

Frequently Asked Questions

How can residents access this funding?

Funding is accessed through Suffolk County Council's existing Local Welfare Assistance Scheme: [Suffolk Local Welfare Assistance Scheme - Suffolk County Council](#)

Residents can apply online. For those who are unable to apply independently, Suffolk County Council works in partnership with Citizens Advice offices across Suffolk, which can support residents to complete applications on their behalf.

Who is eligible for support and how is eligibility assessed?

The scheme is designed to support the most vulnerable residents and those on low incomes, particularly those experiencing a financial shock or crisis.

Eligibility criteria include:

- A combined household income of £30,000 or less
- Savings of no more than £1,500, or £6,000 for households where at least one person is aged 66 or over

Eligibility is not restricted to people in receipt of benefits, ensuring that households who may not qualify for other forms of support are still able to apply.

How will need be monitored and overseen?

Use of the Crisis Resilience Fund will be closely monitored, including demand and emerging trends. Adjustments will be made where necessary to ensure support reaches those most in need, in line with Department for Work and Pensions guidance.

How will disabled or medically vulnerable residents be identified and supported?

Suffolk County Council works closely with a wide range of partner organisations across the county, including:

- Health partners
- District and Borough Councils



- Housing providers
- Voluntary and Community Sector organisations

These partners play a key role in identifying and supporting disabled or medically vulnerable residents and in promoting the availability of the fund.

How will rural and digitally excluded residents be supported?

Every effort will be made to ensure residents who are digitally excluded are aware of and able to access support. This includes promotion through:

- Citizens Advice offices
- District and Borough Council financial inclusion teams
- Foodbanks
- GP surgeries
- Targeted letters to residents known to services as having vulnerabilities

As in previous schemes, these community-based routes are critical in reaching rural households.

Does Suffolk County Council have discretion over how the funding is used?

The Crisis Resilience Fund is governed by Department for Work and Pensions guidance. While there is local discretion over how funding is distributed, support must be focused on residents experiencing financial crisis or shock, rather than broader cost-of-living pressures.

Does the funding cover LPG as well as heating oil?

The recent national announcement specifically related to heating oil. However, the Crisis Resilience Fund can support residents experiencing financial shocks linked to other fuels, including LPG, where this meets eligibility criteria.