

Crisis and Resilience Fund

Guidance to complete the Crisis Payment application form

Use this guide to help complete the form. Fill in every part of the form. If you miss information, we may not be able to process your application.

All mandatory questions with an asterisk* must be filled in before you can send the form.

Question	Guidance
Title	Choose your title from the drop-down list.
First Name	Enter your first name exactly as it appears on your bank account. If you are given money, it may be paid into your bank account. The name on this form must match your bank details. Examples: • John • John D • John Daniel • Lucy • Lucy-Anne
Surname	Enter your surname exactly as it appears on your bank account. If your surname has two parts, include both. Examples: • Khan • Choudhury-Khan
Postcode	To apply, you must live in Leicestershire. Enter your full postcode and press Enter. Then: • Choose your address from the list, or • Tick “Address not found” and type your full address We will check your address with your name and ID. We will also check it with the Department for Work and Pensions (DWP). This helps us make sure applications are correct and prevent fraud.
Have you lived at the same address for the last 12 months?	If you have moved in the last 12 months, tell us your previous address. If you are in temporary housing, give your last permanent address. This should match the address on your ID.
Date of birth	Enter your date of birth in the format shown. You must be over 16 to apply. We will check your date of birth using your ID and with the Department for Work and Pensions (DWP).

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National Insurance number	Enter your National Insurance number. The box will only accept valid numbers. We use this information to check your details with the DWP.
Email address	Enter an email address we can contact you on. We will send updates about your application to this email and, if awarded, you will receive your payment via this email address. Please check your email is correct. If it is wrong, it may delay your application.
Phone number	Enter a phone number we can contact you on. We will call you to talk about your application. Our number will show as 0116 265 8799. If you need to call us back, dial 0116 305 2494.

Please select the type of crisis	To apply, you must be in a financial crisis. This means something unexpected has happened that has affected your money. This fund cannot be used to top up your income. There are 6 types of crisis. You must choose one. Your situation may fit more than one type. Pick the one that feels most urgent or the main problem you faced. The descriptions below may help you choose. Disasters - A significant event causing severe disruption or damage to a person's living situation. Accidents - An unforeseen incident that creates an immediate financial or practical crisis. Health crisis - A sudden medical condition that creates an immediate financial or practical crisis. Household relationship breakdown - The end of a domestic or family relationship that requires one or more individuals to leave the property and secure alternative accommodation, often at short notice. This crisis is related to domestic abuse or where the breakdown leads to a safety issue. Essential item breakdown - The failure or loss of key household items necessary for basis living standards through breakage, damage or theft. Unexpected loss of income - A sudden and unforeseen reduction in financial resources. If you are applying for support with heating oil, select Disaster
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Question	Guidance
Can you briefly describe what's happened that has led you to need support today?	In the box provided, explain what has happened. Keep it short and clear. Tell us how this has caused a financial problem for you and your household.

What support or help would make the biggest difference to you right now in resolving this crisis?	You can choose one or more options. The support you receive will depend on your situation. There are two ways we can help: Direct support – We give you money to help with the crisis itself. For example: • If your fridge has broken, we can help you replace it and buy food • If your heating oil bill is very high, we can give you a contribution towards the bill • Indirect support – We give you money to help with essential items because of the crisis. For example: • If you have paid to replace a broken boiler, we may help with food or bills
How many people who live permanently in the property are ages:	Count everyone who lives in your home all the time, including yourself. Enter how many people are in each age group. We use this to work out how much support you may get.
Your employment status	Select the option that applies to you as the applicant.
Are you in receipt of any benefits?	Select the option that applies to you as the applicant. If you select yes, you will be asked which benefits you get.
What is your household annual income?	Enter the total income for everyone in your household for one year. If you are not sure, you can: • Take your monthly income • Multiply it by 12 Include money from wages or benefits (such as Universal Credit). Do not include: • Personal Independence Payment (PIP) • Child Benefit (CB) • Carer's Allowance (CA) • Attendance Allowance (AA) • Disability Living Allowance (DLA) Income guide This fund is for households on a low income.

Question	Guidance
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	Use this table as a guide. You may still be able to apply if your income is a little higher.	
	Household type	Approximate annual income before housing costs
	Single adult (no children)	~£18,000
	Couple (no children)	~£26,500
	Single adult with 1 child	~£24,000
	Couple with 1 child	~£32,500
	Couple with 2 children	~£36,000
What is your household savings?	Enter the total savings for everyone in your household. To apply, your household must have less than £2,000 in savings. We will ask for proof of your savings.	
Please upload proof of your identity	Take a photo of your ID and upload it. You can use: • Driving licence • Passport • Birth certificate • Marriage certificate If you do not have these, your ID must show: • Your name • Your date of birth • Your address (if possible)	
Please provide evidence of all income and expenditure for your household	Upload bank statements and savings account statements for the last 2 months for everyone in your household. You can upload up to 15 documents. You can: • Download PDF statements from your banking app • Take photos of paper statements • Ask your bank to send you copies Your statements must show: • Your name • Your address • Your balance • Money coming in • Money going out (bills and spending) We use this to understand your financial situation.	

Please provide any further supporting evidence of a financial crisis	Upload any documents that show your situation. You can upload up to 15 documents (PDFs, photos, emails or documents). Examples include: • Letters showing money you owe • Medical letters or documents • Bills, receipts or quotes
Question	Guidance
	• Proof of job changes (P45, redundancy letter, Jobcentre emails) • Crime or fire reference numbers • Photos of damage • Insurance letters or emails If you are applying for heating oil, you must also provide: • A bill, receipt or quote • Proof your home uses heating oil (for example, a photo of your tank) • A photo of your oil level You can apply up to 3 months after buying heating oil. We use this information to assess your application. Your application may be processed faster if you upload clear evidence. An advisor may ask for more information by phone or email. All emails will come from an address ending @leics.gov.uk and will include your reference number. If you are unsure, please contact us to check.
Please provide any dates/times you would not be free for a call back	We will need to call you about your application. Tell us any times you are not available. If you would like someone with you on the call, tell us: • Their name • Their relationship to you • The times they are available and will be with you We will try to call at a time that works for you.