

# **Crisis & Resilience Fund Oil Heating Grant Eligibility Framework**

April 2026

# Contents

1. Background .....	3
2. Equalities.....	4
3. Purpose of the Crisis & Resilience Fund .....	4
4. Eligibility Criteria.....	5
5. Grant Amount.....	5
6. The Crisis & Resilience Fund Process .....	6
7. Making an Award.....	8
8. Fraud.....	8
9. Appeals & Complaints .....	9

# 1. Background

1.1 This document sets out Canterbury City Council's ('the Council's') approach to supporting people through the Crisis & Resilience Fund: Oil Heating Grant.

1.2 The Crisis & Resilience Fund (CRF) is a new national scheme funded by the Department for Work and Pensions (DWP) on behalf of the UK government.

1.2.1 The CRF will provide grant funding to local authorities in England to offer preventative support to communities and assist people when faced with a financial crisis.

1.2.2 As of April 2026, Canterbury City Council is finalising arrangements for the main CRF scheme and expects this to be available from Summer 2026. However, this timing is an estimate and may change.

1.2.3 In the meantime, financial assistance is available for low-income households in the Canterbury district who rely on heating oil, are close to running out, and cannot afford the minimum delivery volume.

1.3 This support will be available throughout 2026, subject to funding availability.

1.4 Further guidance regarding Crisis & Resilience Fund can be found on the Government's and Canterbury City Council's website:

- [Crisis and Resilience Fund \(1 April 2026 to 31 March 2029\) - GOV.UK](#)
- <https://canterbury.gov.uk/crf>

1.5 The objectives of the framework will be to:

- Provide support to low-income households in the Canterbury district who rely on heating oil, are close to running out, and cannot afford the minimum delivery volume. The Council will recognise the profile and specific needs of residents, particularly those who have been most adversely impacted by the high cost of living.
- Support households and prevent household needs from escalating into crisis.

1.6 This framework will be applied from April 2026 until approximately Summer 2026. A new framework will be published once the main CRF scheme goes live. In applying the framework, the Council will have regard to relevant implementation guidance as issued. Further information regarding this guidance can be found at: <https://www.gov.uk/cost-living-help-local-council>

1.7 Funding received by Canterbury City Council will be made available to support households with a contribution towards increased oil heating costs.

1.8 The total expenditure in this period resulting from awards under this scheme will not exceed the value of the funding available.

## 2. Equalities

2.1 The creation of a Crisis & Resilience Fund framework facility meets the Council's obligations under the Equality Act 2010.

2.2 The Council recognises the impact of the high cost of living and its economic consequences on our low-income residents and therefore the importance this framework has in protecting those applicants most in need from financial support.

2.3 We recognise that many of our most vulnerable applicants may have additional needs. Applicants will also be offered further support as applicable via other schemes managed by the Council as well as appropriate signposting to other relevant services if required.

## 3. Purpose of the Crisis & Resilience Fund

3.1 The objective of the Crisis & Resilience Fund (CRF) is to provide preventative support to communities, as well as assisting people when faced with a financial crisis.

3.2 The objective of the CRF Oil Heating Support scheme is to provide financial assistance to low-income households in the Canterbury district who rely on heating oil, are close to running out, and cannot afford the minimum delivery volume.

3.2.1 The CRF Oil Heating Support scheme intends to provide a *contribution* towards increased heating oil costs, rather than covering the cost of a full order.

3.3 All applications received to the CRF will be treated on their individual merits based on the information and supporting evidence provided in conjunction with consideration of the available funds. This may mean that not all applications can be agreed.

3.3 Priority will be given to cases with immediate need. Further advice may also be offered such as benefit eligibility and signposting to other agencies as appropriate.

## 4. Eligibility Criteria

4.1 To be eligible for an oil heating support payment through the Crisis & Resilience Fund, you must:

- Be aged 16 or over,
- Be permanently living within the Canterbury district,
- Be in receipt of means-tested benefits **or** have a total household income of £33,000 or less per year,
- Use heating oil as the main source of heating and/or hot water,
- Have 150 litres of heating oil or less remaining (priority will be given to households with under 100 litres),
- Be unable to afford the minimum order required for a heating oil delivery,
- Not have applied more than once for the scheme since April 2026.

4.2 If the Council is aware of another Crisis & Resilience Fund scheme that an applicant might be eligible for, the Council may signpost an applicant to apply for this scheme instead of Canterbury City Council's own scheme. For example, an applicant might be housed in temporary accommodation in the Canterbury district by another Local Authority. If this other Local Authority has a CRF scheme available, then the household would be expected to apply for support through their own Local Authority rather than through Canterbury City Council.

4.3 This is a discretionary award, and the Council reserves the right to amend these criteria at any time.

4.4 If the Council has any reason to believe that a grant would not be used for its intended purpose, the Council reserves the right to refuse a grant on this basis, even if the household meets the other eligibility criteria. For example, if the Council believes that the funds may be used for gambling.

## 5. Grant Amount

5.1 Canterbury City Council is committed to supporting as many households as possible through the distribution of this funding. Applicants who are found eligible for oil heating support will be awarded a £300 grant. The grant is intended as a

*contribution* towards increased heating oil costs, rather than covering the cost of a full order.

## **6. The Crisis & Resilience Fund Process**

6.1 The following process applies to the Oil Heating Support scheme.

6.2 An application can be made by completing the Crisis & Resilience Fund: Oil Heating Support application form via the Council's website.

6.2.1 An application for an award may be made via a self-referral or a professional referral, e.g., by a Council Officer, Councillor, or community and voluntary sector officer. A friend or family member may also apply on the applicant's behalf.

6.3 Applications from people not meeting the minimum eligibility criteria will not be considered.

6.4 In some cases the Council may use information held to make an award in the absence of an application form.

6.5 It is the responsibility of the applicant or referrer to provide evidence in support of the application. Failure to provide the required information and evidence will result in this being requested at the point of the application first being picked up by a Council officer. The application will then go to the back of the queue once the required information is received. This may significantly delay the application process, and the Council may not be able to award a grant even if the applicant is eligible (e.g., in the event of funding running out).

6.5.1 Evidence should be provided electronically where possible via the online Household Support Fund application form. If a resident does not have access to the internet, support can be offered by contacting the Council or a local community service.

6.5.2 The following evidence must be provided with every application:

- Bank statements covering one full month for every account belonging to every member of the household over the age of 18. If members of the household aged 16-17 receive employment or benefits income, bank statements will also be required from them. Bank statements must show evidence of all income and all household bills being paid. Applicants must also declare any savings. Bank statements older than 3 months cannot be accepted. Where possible, bank statements should be provided in PDF format. Screenshots from a

mobile banking app cannot be accepted.

- If somebody in the household does not use online banking, clear photos of paper bank statements can be uploaded. Every page of each statement must be included. Photos must be clear and contain the entire page. Each page must be numbered in order. If photos are not clear enough, further photos will be requested. The application will then go to the back of the queue once the required information is received. This may delay the application process, and the Council may not be able to award a grant even if the applicant is eligible (e.g., in the event of funding running out).
- Proof of address and identity. Applicants must provide a copy of their latest Council Tax statement. If they are unable to provide this, they will need to grant their permission for the officer assessing their application to contact the Council Tax team to confirm they reside at the specified address and in the Canterbury district. Applicants must also provide their National Insurance Number, which will be checked against the DWP's Searchlight system to verify their identity.
- If anyone in the household is in receipt of Universal Credit, they will need to provide a copy of their most recent Universal Credit statement.
- Proof of heating oil use, such as a recent invoice or delivery receipt, a bank statement showing payment to the heating oil supplier, or a tenancy agreement confirming oil-based heating.
- Proof of current tank level, for example a photo of the tank gauge
- Bank details for the grant to be paid into if an application is successful. It is the responsibility of the applicant to provide the correct bank details. Once a grant has been paid, the Council will be unable to recall the funds or pay another grant if the first grant is paid to incorrect bank details provided by the applicant.

6.5.3 The Council may request any other reasonable evidence in support of an application for a Household Support Fund award. The applicant or referrer will be asked to provide the evidence, and it must be provided within two weeks of the request although this will be extended in appropriate circumstances.

6.5.4 The Council reserves the right to verify any information or evidence that the applicant supplies, in appropriate circumstances, with other Council departments, government agencies and external organisations or individuals. We may also use the information for the detection/prevention of fraud.

6.5.5 If the applicant is unable to or does not provide the required evidence in the agreed time, the Council may treat the application as withdrawn by the applicant and will consequently not be under an obligation to assess it.

6.6 In applying this framework, the decision maker may consider alternative funding provision, e.g., loans. One off financial support payments, e.g., the government's Winter Fuel Payment will not be counted when assessing the household's income.

6.7 The possible outcome of an application is to award fully, partially, or not at all.

## **7. Making an Award**

7.1 The Council will decide whether to make an award from the Crisis & Resilience Fund: Oil Heating Support scheme. Awards will be given in the form of a direct BACs payment to the bank account provided at the time of application.

7.2 The Council will notify the applicant of the outcome of their request on the day the decision is made. This may be by letter, email, SMS (text) or a combination of these methods.

7.3 Where the request for an award is unsuccessful or not met in full the Council will explain the reasons why the decision was made.

7.4 The Council may, with the applicant's permission, also inform a support worker or advice agency of a decision.

## **8. Fraud**

8.1 The Council is committed to protecting public funds and ensuring funds are awarded to the people who are rightfully eligible to them.

8.2 An applicant who tries to fraudulently claim an award by falsely declaring their circumstances, providing a false statement or evidence in support of their application, may have committed an offence under The Fraud Act 2006.

8.3 Where the Council suspects that such a fraud may have been committed, this matter will be investigated as appropriate and may lead to criminal proceedings being instigated.

8.4 In the event that it comes to the Council's attention that a grant has been awarded because of misleading information, deception or fraud the Council will seek repayment of the monetary value of the grant from the recipient and will take the appropriate legal action.

8.5 Where it comes to the Council's attention that the applicant has received a grant, payment or loan from another source for the same purpose as that for which a grant has been awarded under this framework, the Council may seek repayment of the monetary value of the grant.

## **9. Appeals & Complaints**

9.1 If an applicant feels that an incorrect decision has been made regarding the eligibility of their application, they must contact the Council with the reasons why and provide further evidence where applicable. The Council reserves the right to request further evidence to reassess the application. Failure to provide the requested evidence will result in the reassessment of an application being refused.

9.2 All appeals will be taken to a panel of officers who were not involved in the initial decision making. The panel will look at the full application and all additional evidence before a final decision is made.

9.3 If applicants are unhappy with the outcome of the assessment of their application, they can make a complaint via the Council's Complaints Procedure (available on the Council's website).

9.4 This is a discretionary fund, and the Council reserves the right to refuse awarding a grant to a household. The Council's decision following an appeals panel is final, and the Council will always provide an explanation for why a decision has been made.