

2<sup>nd</sup> March 2026

Dear Parents and Carers

### **Household Support Fund (HSF) to be replaced by a new Crisis Resilience Fund (CRF)**

The Government's Household Support Fund (HSF) comes to an end on 31 March and will be replaced by a new Crisis Resilience Fund (CRF).

This change means that families who currently receive Edenred vouchers, through the HSF scheme, will receive their last vouchers in March. The council's **Client Hardship Service (CHS)** will continue and there will also be support for families in crisis as part of the new scheme. However, eligibility for free school meals will not lead to automatic entitlement.

#### **Why is this happening?**

Since 2021, Norfolk County Council has been providing vouchers of about £15 per month per child to families who have children who are eligible for free school meals. This has been possible because of funding provided by government called the HSF. This fund comes to an end on 31 March.

The government is putting a new Crisis and Resilience Fund in place that will start on 1 April. The government's rules for this new fund are different; the council cannot use this money to pay for voucher schemes like this.

#### **What happens next?**

The Government is clear that the future scheme must be needs tested and include wraparound support. This means that the current eligibility criteria cannot apply.

- Although HSF is coming to an end, there will be ongoing support for families in crisis. We would encourage people to visit [www.norfolk.gov.uk/costofliving](http://www.norfolk.gov.uk/costofliving) which will be kept up to date with any help on offer.
- If families have any unspent vouchers, we would encourage them to redeem them as soon as possible and for the March vouchers to be redeemed within the three-month timeframe to ensure they do not expire.
- If families are in difficulty, we would encourage them to contact our Family Hubs services [www.norfolk.gov.uk/familyhubs](http://www.norfolk.gov.uk/familyhubs) where there is broader support on debt and welfare rights.



"They will soar on wings like eagles"



Nurture. Respect. Responsible. Community. Compassion. Courage.



- The Big Norfolk Holiday Fun programme is continuing, and the Easter programme will launch in the coming weeks. Families can visit [www.norfolk.gov.uk/bignorfolkholidayfun](http://www.norfolk.gov.uk/bignorfolkholidayfun) to sign up.

**More information**

Further information on the national schemes to support families can be found at:

- [Cost of living support: Overview - GOV.UK](#)
- [Universal Credit: What Universal Credit is - GOV.UK](#)
- [Child Benefit: How it works - GOV.UK](#)
- [Free Childcare for Working Parents: Check if you're eligible - GOV.UK](#)

We will contact you again once there is further information available from Norfolk County Council.

Kind Regards

A handwritten signature in blue ink that reads "L. Richardson". The signature is written in a cursive, slightly slanted style.

**Miss L Richardson**  
**Headteacher**