

## Universal access to CLAS

### Assessments are conducted over the phone

If you live in Cambridgeshire, and are eligible [CLAS](#) can provide information, advice and practical support and assistance in times of exceptional pressure. Following an assessment, you may be eligible for a CLAS award. The awards can be in the form of supermarket vouchers, energy vouchers, new cookers, or recycled white goods and furniture.

#### **Eligibility**

To apply to the Scheme you must have lived in Cambridgeshire for at least six months unless you have fled to the area for your own safety. **(PLEASE note that after June 30<sup>th</sup>, 2021, EU clients need to have at least applied for [Settled Status](#) to access CLAS).**

You must be facing hardship or under exceptional financial pressure. You must have no savings and receive one of the following means tested benefits:

- Income Support
- Income based Job Seekers Allowance (JSA)
- Income related Employment and Support Allowance (ESA)
- Pension Credit
- Universal Credit

If you are working, your total household must be below the HMRC low-income threshold (£18,725 for 2023/24). However, if your income is higher than the low-income threshold but you are struggling to make ends meet, the CLAS team may be able to help in other ways.

#### **Professional referrals & clients self-referring to Cambridge & District CAB – (covering Cambridge City and South Cambs)**

- If you are a **professional referring** a client to the CLAS scheme, please email [Clas@cambridgecab.org.uk](mailto:Clas@cambridgecab.org.uk) - professionals must obtain client's consent if they are requesting a call back on their behalf
- If you are a **client** self-referring to the CLAS scheme please call the advice line (0808 278 7808 Monday – Friday 9.00 to 5.00pm)
- Depending on urgency and appointment availability, clients will be assessed at the time or given an appointment for a call back

NB: clients will be required to:

- ✓ Complete an initial assessment
- ✓ Provide proof of income/benefits to ensure they meet the eligibility criteria.
- ✓ This information must be supplied before an award is granted.
- ✓ Clients should be encouraged to have documents available at the time of call.

Proof can be submitted via email by sending a scanned document or photo - the adviser will provide you with these details at the time of call

**Professional referrals & clients self-referring to Citizens Advice Rural Cambs – covering East Cambs, Fenland & Huntingdonshire**

- **Professionals** and **clients** can call the FREE advice line 0808 278 7807 (Monday – Friday 9.30am to 3.30pm) – professionals must obtain client’s consent if they are requesting a call back on their behalf.
  - Depending on urgency and appointment availability, they will be assessed at the time or given an appointment for a call back
  - Phone assessors at CARC will submit CLAS applications to the CLAS Lead for sign off.
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  - ✓ Complete an initial assessment.
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