

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 30th, 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 (£19,980 for 2024/25). 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 - 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 4.00pm)
- 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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