

Universal access to CLAS during Covid19 situation - assessments will be conducted over the phone

Professional referrals & clients self referring to Cambridge & District CAB

- 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 (0344 848 7979 Monday – Friday 9.00 to 3.30am)
- 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

- **Professionals** and **clients** can call the advice line (0344 245 1292 Monday – Friday 9.30am to 3.30am) – 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.
-
- ✓ 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