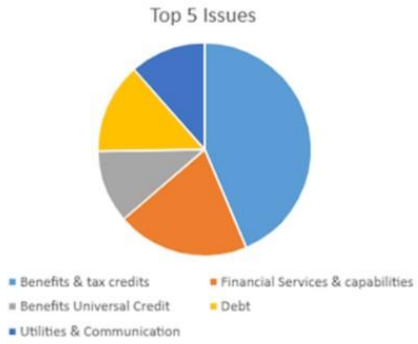
Welcome to the November 2026

Citizen Advice Rural Cambs (CARC) Newsletter

Citizens Advice Rural Cambs
April – October 2026

KEY STATS	
Clients helped	5,402
Issues	35,573
Income Gain	£3,729,804
Client grants (administered internally)	£101,743



ACTIVITIES	
Email	7,929
Telephone	3,277
In person	3,076
Adviceline	2,385
Other (SMS)	835
Letter	111
Web chat	37



Client Success

A Client said " CAB Adviser is an angel and a godsend "
when completing the FB survey today

An advisor has been able to get a client back her PIP payment with a back pay of £3000.00. When looking at her Benefit award the advisor noticed that she was not getting the Child Disability element on her UC £514.71 . The advisor contacted UC on Client behalf and she has now received that back dated Payment of £19000.00.

An advisor successfully challenged a decision made by the DRO Unit regarding an expenditure item they initially deemed non-allowable and were not willing to process an application. After carrying out thorough research and checking the relevant requirements, the advisor put forward a strong case and the decision was overturned. As a result, the client's DRO is now being processed, which will clear over £8k of debt and give them the fresh start they were hoping for. A great example of persistence and advocacy making a real difference for a client.

A great example of how CARC has supported one of our clients:

Client is a single Mother with Learning difficulties who also cares for a disabled child with high support needs. Client Appointee was her mother of died leaving Client without a support network. Client Mother (British) brought her to the UK when she was 7 months old. She has lived in this country for over 40 years with no issue until now. Client was worried that she would be deported and separated from her Children



Due to client learning difficulties the client initially failed her application for settled status. As a consequence of not having settled status her PIP benefit had been stopped with the potential risk of the client losing her UC benefit as well. Client was having to use the Food bank having lost at least £700.00 per month. Client was also being supported by her Mother financially and this meant her Mum was using the foodbank as well.

With the assistance of the Adviser Client was Eligible for support with the Windrush Team. A successful application was submitted and the Client was granted settled status. We supported Client in Contacting PIP and UC to ensure that the client benefits were correct and reinstated. PIP was reinstated and back dated £2886.80 Adviser supported client contacting UC as client award did not include disability element for her youngest child who is in receipt of high rate DLA. UC agreed that she was entitled to Disability child element. Agreed for the reason for the late registration and would be in contact. Regrettably the Client Mum who was her appointee had died and the client no longer had access to her document including her letters. We assisted client in updating all government department so that client could get access to all herinformation. Whilst we were contacting UC, Home office etc. We were informed that the client has been awarded a back dated pay and they need to see the client to confirm how the client would like the payment to be made. Client although Nervous attended the JCP appointment where she was informed that the Back dated amount was £ £19,031.42. Client now has the Funds to get her and her children Birth certificates and Passports. Adviser assisted the client in booking an appointment at the Italian consulate to re issue a new passport. Client has said that without our support she did not known what to do especially when her Mum had died. With have changed her life and her children, the recent amount of funds will completely change their lives.

Overall, the client had limited understanding of why she needed to get settled status as was extremely frightened, as she had lived in this country since she was 7 months old and never had any issued prior to Brexit. Without our intervention client would not have settled status and would not have the full benefits that she was entitled to. Client now has Biometric visa to use as ID



Spotlight on our impact — shaping the national story

Ahead of the Budget and Milburn report, our work on the cost of living and challenges facing young people is making a real impact.

The BBC featured our latest research on employment support for young people who aren't in employment, education, or training.

The coverage featured across the Today Programme, BBC News at 6 and 10, and regional radio.

This powerful coverage combined our evidence on Jobcentre reform with invaluable insights from frontline advisers and storyteller Ezgi at Citizens Advice Rural Cambridgeshire. Meanwhile, The Independent highlighted our debt report, revealing average client debt has exceeded £10,000 for the first time.

Together, these stories are showing how our research, frontline expertise and lived experiences help shape the national debate and influence policy.

Our Services / Contact Us

Citizens Advice Rural Cambs (CARC) is an independent local community-based charity providing free, confidential and impartial advice to individuals and families living across Rural Cambridgeshire who need support with issues affecting their daily lives.

We provide support, information and advice on issues related to: Debt, Energy, Consumer, Housing, Income Maximisation, Employment and Work, Managing your Money, Benefits and Tax Credits, Relationships, and Family. We also provide practical help with completing forms, writing letters, and contacting other agencies.

Contact Citizen Advice Rural Cambridgeshire (CARC) through our website or

Adviceline: 0808 278 7807

9:30am-3:30pm Monday, Thursday and Friday
9:30am-7:00pm Tuesday and Wednesday