

What is the Kent Advice Hub?

The Kent Advice Hub is a free, confidential, independent, and impartial advice service. It is a Kent-wide service that uses video call software to enable people to access our advice service more easily from wherever they are.

Citizens Advice in North & West Kent (CANWK) is leading this service in partnership with local Citizens Advice offices in Kent. Kent County Council (KCC) is part-funding this service. We will continue seeking funding to sustain this service into the future.

What advice can we provide?

Our trained Advisors can advise on numerous issues such as money, debt, housing, energy, employment, immigration, family and relationships, and more.

How can people access the service?

People can access the service by visiting **the website: www.kentmoneyadvicehub.com** where they can make a video call from the comfort of their home. Guidance is available on the website on how to make a video call from home.

Alternatively, people can use 1 of 25 video advice kiosks (with more coming soon) in community spaces across Kent. Kiosk addresses and times can be found on the website.

When does the service operate?

The service operates Monday to Friday from 9am to 5pm. However, the service timings for kiosks in community spaces will be dependant on the location itself and may differ.

Benefits of the service

Kiosks enable people, who may not be digitally confident, to access alternative face-to-face advice in their local area. **Tasha from Kings Hill Parish Council explains the benefits this service has had for them:**

“We have had a couple of people drop by to use the service. It is quite handy as the user does not need any instructions/help from us because the tablet is self-explanatory/has easy instructions. We did have one lady come in to use it who required lots of assistance – she couldn't read or write and was looking for help with housing costs. We did help her as best as we could...”

“ I think that it's a great resource for people and in the right place; a busy community centre is the right place for this type of information kiosk. Some of the benefits of a parish council is being useful to the community, and this tablet just adds another facet to our services.”

If you would like further information about this service, please contact Gagan via email at gagan.hayer@nwkent.cab.org.uk

