

Friday, 01 May 2026

Dear Lucy

**RE: Paddock Wood Community Advice Centre ("PWCAC") – Funding Request**

We are very grateful to Horsmonden Parish Council for their financial support of PWCAC during the financial year 2025/2026 and write to request that the provision of further funding is considered when finalising the Budget for 2026/2027.

As you are aware, we are a local, independent charity providing free, confidential and impartial advice to the residents of Paddock Wood and surrounding parishes, including Horsmonden. All but two of our 14 advisers are volunteers and during the financial year ended 31 March 2025, they gave 6441 hours of their time in supporting the work of PWCAC and helping clients.

We are open for drop-ins and appointments five days a week. We have specialist support in the following areas: money guidance, benefits, relationship breakdown, housing, employment and consumer. We challenge decisions made by Government departments, local authorities, employers, housing associations etc. We believe we are the only advice agency in Kent offering representation at benefit tribunals and have a very strong record of success for our clients.

We help vulnerable people to address a variety of practical problems, to alleviate hardship and homelessness, and to offer solutions to those in financial difficulty or facing a change in circumstances. During the year ended 31 March 2025, we saw a total of 1174 clients and had 10,648 client contacts. Our dedicated team of volunteers secured £1.4million worth of unclaimed benefits, debt relief and other savings for our clients whose cases were updated during this period

We always welcome the opportunity to attend meetings to keep the Parish Council informed of our continuing work. We look forward to hearing from you.

Yours sincerely

Katie Hargreaves  
Senior Manager