

CITIZENS ADVICE

*BETTER LIVES THANET OUTREACH PROJECT FUNDED BY
NATIONAL LOTTERY - REACHING COMMUNITIES*

citizens
advice




COMMUNITY
FUND



WHO ARE WE? CITIZENS ADVICE


We Help People Find A Way Forward



WE CAN ALL FACE PROBLEMS THAT SEEM COMPLICATED OR INTIMIDATING. AT CITIZENS ADVICE WE BELIEVE NO ONE SHOULD HAVE TO FACE THESE PROBLEMS WITHOUT GOOD QUALITY, INDEPENDENT ADVICE.

THAT'S WHY WE'RE HERE: TO GIVE PEOPLE THE KNOWLEDGE AND THE CONFIDENCE THEY NEED TO FIND THEIR WAY FORWARD - WHOEVER THEY ARE, AND WHATEVER THEIR PROBLEM.

OUR NATIONAL CHARITY AND NETWORK OF LOCAL CHARITIES OFFER FREE INDEPENDENT CONFIDENTIAL ADVICE ONLINE, OVER THE PHONE, AND IN PERSON.



DID YOU KNOW?

WE'RE HERE FOR EVERYONE.

We are independent. Our advice helps people solve problems and our research helps fix problems in society. Whatever the problem, whoever you are, we won't turn people away.

WE'RE LISTENED TO - AND WE MAKE A DIFFERENCE

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today.

With the right evidence, we can show big organisations – from companies right up to the government – how they can make things better for people.

WE'RE LOCAL AND WE'RE NATIONAL

We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

We provide quality advice via email, phone, online and in person to help you communicate your problems to us.



HOW CAN WE HELP YOU?

WE CAN HELP WITH A WIDE RANGE OF ISSUES.

From Housing to Benefits, Family Issues to Employment. Budgeting, Consumer, Money And Debt. Immigration And Health. We can explore to find the next steps.

We can advise you on the options, give you the information to empower you and help you feel supported.

Even if we cant help you directly, we know where to find the help you need.

WE ARE CONNECTED

We connect with local charities, support networks and teams. We can point you in the right direction or guide you forward.

From our debt specialists in Kent, to food banks in Thanet. Support teams for abuse or rough sleepers. We can direct you to the help you need and the support to move on.



REACHING COMMUNITIES

BETTER LIVES

THE NATIONAL LOTTERY - COMMUNITY FUND

Our new outreach project is supported by the national lottery, bringing our quality advice to community and social spaces in your local area.

This new approach is designed to bring the support you need, the advice you require to local spaces for groups in need.

Supporting families, people at risk of abuse, migrants and those with additional needs has always been at the forefront of Citizens Advice's approach to the biggest social problems in the UK.

We are now partnering with community spaces all over Thanet such as support centres for families, domestic violence teams, religious centres and social shops to ensure our service is accessible for everyone.

HELP US TO HELP YOU

We want to make sure we are offering support over a wide area whilst targeting the most at risk communities.

If you think of an area, location or group that could use our advice. We want to hear from you.



enquiries@thanetcitizensadvice.org.uk

