



94 Commercial Road  
Paddock Wood  
Kent TN12 6DP

01892 838619  
[info@pwadvice.org](mailto:info@pwadvice.org)  
[www.pwadvice.org](http://www.pwadvice.org)

Paddock Wood Community Advice Centre prides itself in being a leading provider of high-quality, free, and independent advice to the people of West Kent.

In the past few weeks we have received two much appreciated endorsements, the first from the MP for Tunbridge Wells, Mike Martin:

***“PWAC is a vital community resource for Paddock Wood, and I appreciate that its work makes a meaningful difference in the lives of many.”***

and the second, which proves the truth of his words, from a client:

***“Your meticulous work ethic and tireless patience in resolving all my concerns—especially your skill as a professional “unlocking” specialist—have been invaluable. Your kindness, warmth, and genuine compassion have left an indelible mark on my heart. This is the most remarkable organization and team I have ever encountered in my life, and words cannot express the depth of my gratitude.”***

More than half of the advice we give concerns welfare benefits and we’re fortunate to have a team of 14 exceptional advisers who support our clients through even the most difficult circumstances. In aggregate they have over 100 years of experience in the advice sector either with PWAC, Citizens Advice, Age UK, Macmillan Cancer Support or similar organisations. All but two of our advisers are volunteers.

Our caseload in our most recent financial year increased once again, this time by over a fifth and our advisers have responded by embracing a wide range of training and teamwork to ensure the accuracy and rigour of our advice. This is our impact summarised in numbers:

**1,174** people helped

**23 of 25** appeals won at the First Tier Tribunal

**£1.4m** of financial gain secured for our clients

**10,647** contacts with clients

**6,441** volunteer and staff hours provided

**14** volunteer advisers

A massive thank you to all our funders, in particular Paddock Wood Town Council who have supported us since we were established nearly 14 years ago, and our new supporter, the National Lottery Community Fund. Thanks also to our referral partners and our clients for promoting and supporting our service throughout the last year. We look forward to continuing to serve the community in 2026 and beyond.

Katie Hargreaves

**Paddock Wood Community Advice Centre**