Meeting the growing need in Kent

North & West Kent Citizens Advice and Kent Law Centre

citizens advice

Behind every statistic is a person facing a challenge they cannot overcome alone. Last year, demand for our services reached record levels, highlighting the growing need for specialist legal advice and representation across Kent. Through Kent Law Centre, we are expanding our ability to provide access to justice for the people who need it most.

Last year we .....

Helped over

19,000 people



with their problems

Advised clients on almost

46,500 issues



(Up 24% on 2024/25)

Achieved more than

£6.4 million



in financial outcomes for our clients (up 36% on 2024/25)

Our website had more than

76,000 views



(Up 13% on 2024/25)

Answered nearly

8,200 calls



(Both Adviceline & video advice)

Our volunteers have given us almost

32,000 hours



of their time