

citizens  
advice

**Kent Money Advice Hub**

# Kent Money Advice Hub Handbook



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# About the service

The logo for Citizens Advice, featuring the words "citizens advice" in white lowercase letters inside a blue speech bubble shape.

## Kent Money Advice Hub

The Kent Money Advice Hub is a free, confidential, independent, and impartial money advice service.

The service focuses on supporting Kent residents who are struggling financially with their money concerns, particularly due to the cost of living crisis. It encourages residents facing any money concerns to seek advice and support as early as possible to avoid the situation from getting worse.

The service aims to make high-quality money advice more accessible to Kent residents. It also aims to give people the knowledge and tools they need to find a way forward and be more confident in managing their money.

Citizens Advice in North & West Kent (CANWK) is leading this pilot service in partnership with local Citizens Advice offices in Kent.

Kent County Council (KCC) is part-funding this service, and we will be continuing to seek funding to expand and develop the service.

### What advice and support can this service provide?

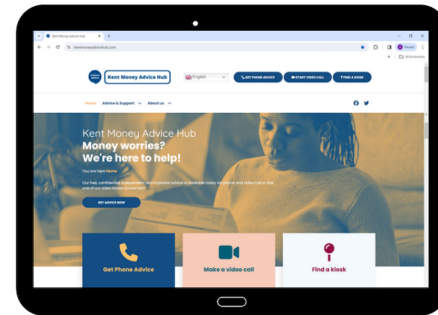
People can receive advice and support on a range of money issues, such as:

- managing money better, including how to make a budget
- money savings tips,
- how to check and claim for benefits,
- money concerns affecting your everyday life impacted by big life events such as illness or divorce,
- dealing with any debts, including council tax and utility arrears.

### How can people access this service?

The Kent Money Advice Hub operates as a drop-in service between Monday to Friday, from 9am to 5pm.

To access advice and support through this service, people can visit the website [www.kentmoneyadvicehub.com](http://www.kentmoneyadvicehub.com) where they can make a video call from the comfort of their own home. For guidance on how to make a video call from home, visit: [www.kentmoneyadvicehub.com/get-advice-support/guidance-for-making-a-video-call/](http://www.kentmoneyadvicehub.com/get-advice-support/guidance-for-making-a-video-call/)



They can also visit **1 of 9 video advice kiosks** (with more coming soon) located in community places across Kent:

- **Dartford Civic Centre**, Home Gardens, Dartford, DA1 1DR
- **Gravesend Civic Centre**, Windmill Street, Gravesend, DA12 1AU
- **Cliftonville Community Centre**, St. Paul's Road, Margate, CT9 2DB
- **Salvation Army Centre**, 167A High Street, Ramsgate, CT11 9TT
- **Bechange Community Centre**, Ackholt Road, Aylesham, CT3 3AJ
- **The Willow Children's Centre**, Brookfield Road, Ashford, TN23 4EY
- **Kings Hill Community Centre**, 70 Gibson Drive, Kings Hill, ME19 4LG
- **The Gap Project**, Queens Road Baptist Church, Queens Road, Broadstairs, CT10 1NU
- **Faversham Town Council Office**, 12 Market Place, Faversham, ME13 7AE

Kiosks enable people, who may not be digitally confident, to access alternative face-to-face advice in their local area.

For up-to-date kiosk locations, opening times and addresses can be found on the Kent Money Advice Hub website: [www.kentmoneyadvicehub.com](http://www.kentmoneyadvicehub.com)

**If you have any questions about Kent Money Advice Hub, contact Gagan from Citizens Advice in North & West Kent (CANWK) via email at: [gagan.hayer@nwkent.cab.org.uk](mailto:gagan.hayer@nwkent.cab.org.uk)**

# Video call advice process

Video calls enable people to make calls from wherever they are, and are a great alternative to receiving face-to-face advice without the need to travel.

This is a drop-in service, there is no need to book an appointment. People can make a video call from their digital device from wherever they are, or visit one of their local community places with a Kent Money Advice Hub kiosk. Kiosk location opening times can be found on the Kent Money Advice Hub website. See the below diagram for the video call advice process:



## **CLIENT MAKES A VIDEO CALL FROM OWN DEVICE OR A KIOSK**

Clients can use their own digital device and visit the [www.kentmoneyadvicehub.com](http://www.kentmoneyadvicehub.com) website and select the **'Start a video call'** button. Or, clients can visit their local kiosk to make a video call.

Once they make a video call, they will be connected through to a trained Adviser.

## **INITIAL ADVICE CONSULTATION**

The Adviser will assess the clients money concerns and level of debt. This includes carrying out a detailed exploration of the clients issues, identifying any emergencies, and advising as appropriate.

If a follow-up debt appointment is needed they will make it during the call. Or, signpost the client accordingly to other debt advice agencies.

## **ON-GOING ADVICE, IF REQUIRED**

During the initial advice consultation, the Adviser will let the client know if a follow-up appointment is required.

On-going money advice will be provided to help the client find a way forward.

# How to make a video call

To provide video call, we use a software called Attend Anywhere, a secure web-based conferencing tool.

Please note if the screen has timed out, it might appear black. To turn on the screen, touch the screen before proceeding with the below.

- 1 Tap 'Press Here to speak to an Adviser by video call now'
- 2 If prompted, tap 'Allow' to use your mic and camera
- 3 Tap 'Enter Waiting Area' and feel free to read our privacy policy
- 4 Under 'Caller Details', enter your first name
- 5 If you consent to the 'Terms of Use', tick the box
- 6 You'll then join the waiting area and be connected to an Adviser

Please note that during peak times, there may be a longer wait time before people are connected through to an Adviser. We thank you for your patience.

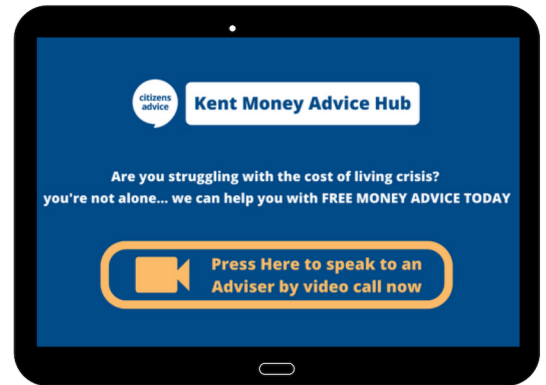
Our service is **FREE** and **CONFIDENTIAL**

We are independent of creditors, the Council and Government

We won't pass on anything you tell us without your consent

# Kiosk Information

When powering on the Samsung kiosk device, it may take up to a few minutes for the general home screen to load. This home screen will be a blue background page with the Citizens Advice and Kent Money Advice Hub logo. There will be a button with the words **'press here to speak to an Adviser...'**, as seen on the right-hand side. Every time you turn the kiosk on, you will be presented with this homepage.



If you are powering on the device at the start of the day, please allow up to 10 minutes for any updates to take place.

## Maintenance

As with all technology, the kiosk will require regular maintenance from time to time. If the kiosk accumulates dust, use a dry cloth to wipe the dust. If the screen requires cleaning, please use a screen spray or alternative screen solution and appropriate cleaning cloth to wipe clean.

Ensure the kiosk is regularly inspected for any signs of wear and tear. If the kiosk is inactive for some time, please ensure that you turn it on to ensure it is up-to-date for any software updates.

It is important to carry out regular checks to ensure that the kiosk is self-sufficient allowing people to access the Kent Money Advice Hub service with ease.

Upon noticing any major scratches, chips, damage, or issues with the kiosk please report these to Scott Harris at IT Support via email at [scott@myitwizard.co.uk](mailto:scott@myitwizard.co.uk) or by phone at 07779285839.

## Troubleshooting Tips

We know that sometimes issues can arise. Therefore, below are some key troubleshooting you can do:

### Update issues

Once the kiosk has been powered on, you may have some outstanding updates that need to be completed on your device. However, if the updates appear to be on a loop and are not taking you to the Kent Money Advice Hub homepage, then please raise this with Scott Harris.

## Video call issues

Below are some handy tips to help you ensure your video call runs smoothly.

### Internet connection



Ensure that you have a reliable internet connection. **If using WiFi**, try and move closer to the router. **If using your mobile data**, choose an area with good reception.

### Refresh



Click on the '**Refresh**' button if you have any video call issues, such as poor video quality. Make sure to close any excess tabs/applications.

### Mic/Camera



If there is a line running through the mic/camera icons (located at the bottom of the call) this indicates that it is off. If it is off, click on this icon to turn it back on.

### Settings



Click on this button to change your camera, microphone and headset/speaker options.

Particularly use this feature if you're having issues where you can't see or hear the Adviser or the Adviser can't see or hear you.

## Other issues

If you encounter any other IT problems with your Kent Money Advice Hub kiosk, please contact Scott Harris via email at [scott@myitwizard.co.uk](mailto:scott@myitwizard.co.uk) or by phone at 07779285839.

# Resources

To help us reach and support as many people as possible, we will provide you with the following printed material:

- A5 kiosk flyers (these will be specific to your kiosk location)
- General kiosk business cards
- 'How to make a video call' instructions poster (to be positioned next to the kiosk)

Please do let us know if you require further printed material during the service delivery period.

You can also access the above materials in digital format via this folder: [Kiosk Promotion](#). Please select your kiosk location and access the resources. In addition, this folder also includes social media posts that you are more than welcome to share across your social media platforms.

If you feel other marketing promotions, not mentioned above, would help increase the visibility of the Kent Money Advice Hub service in your local hub and area, email Gagan at: [gagan.hayer@nwkent.cab.org.uk](mailto:gagan.hayer@nwkent.cab.org.uk).



## **Kent Money Advice Hub**

[www.kentmoneyadvicehub.com](http://www.kentmoneyadvicehub.com)

The Kent Money Advice Hub is a free, confidential, independent, and impartial money advice service delivered by a network of Citizens Advice organisations in Kent. We are independent charities and part of the Citizens Advice network across England and Wales.

Our goal is to help make money advice more accessible.

Citizens Advice is an operating name of The National Citizens Advice Bureaux. Registered charity number 279057.

