

## What is MASP?

MASP is a partnership of 12 charities based in the Borough of Maidstone led by Citizens Advice Maidstone.

We are funded by the BIG Lottery Transition Fund.

### Our aims are

- To improve access for local residents to advice/help in the following matters
  - Debt/ Money issues
  - Benefits
  - Housing
  - Employment
- To speed up access to a team of specialist advisers at Maidstone CAB through a shared fast track referral system and the use of digital technology where appropriate
- To reduce the need for residents to travel from agency to agency in the Borough to get help

## How can I get help?

- Go to any of the partner charities and if you need advice on money matters, benefit issues, housing problems or employment concerns, you will be helped by trained staff
- The partnership has established a fast-track referral system. If you need the help and support of CAB specialists, you will be assisted to access them
- You can access specialist help through any partner. They can arrange for you
  - A fast-track appointment
  - A face to face meeting
  - A Facetime Interview

*(Facetime interviews are where you can speak to another partner using Digital Technology without going to the CAB)*

## Frequently Asked Questions

- **Who is it for?**
  - *This service is for all Maidstone Borough residents.*
- **Is it free?**
  - *Yes, there is no charge for this service.*
- **Will the information I give remain confidential?**
  - *Yes. Information will not be shared with any partner without your express agreement.*
- **What happens if I have a query about something other than what this service provides?**
  - *The Citizens Advice Service can help with most matters and their advisers will be able to help you.*
- **How do I know that the advice I get is correct?**
  - *All frontline staff have been trained by CAB specialist staff.*

## Contact Details

### **Citizens Advice Maidstone**

Tel: 01622 - 752420/ 757882

Email: [advice@maidstonecab.org.uk](mailto:advice@maidstonecab.org.uk)

### **AGE UK Maidstone**

Tel: 01622 - 753618

Email: [info@ageukmaidstone.org.uk](mailto:info@ageukmaidstone.org.uk)

### **Blackthorn Trust**

Tel: 01622 -722219

Email: [info@blackthorn.org.uk](mailto:info@blackthorn.org.uk)

### **Citizens Rights for Older People**

Tel: 01622 - 851200

Email: [lenham@crokent.org.uk](mailto:lenham@crokent.org.uk)

### **Fusion Healthy Living Centre**

Tel: 01622 - 691177

Email:

[sarahutchinson@fusionhlc.org.uk](mailto:sarahutchinson@fusionhlc.org.uk)

### **Golding Homes**

Tel: 01622 -212600/0800-923-2700

Email:

[enquiries@goldinghomes.org.uk](mailto:enquiries@goldinghomes.org.uk)

### **Kenward Trust**

Tel: 01622 - 814187

Email: [enquiry@kenwardtrust.org.uk](mailto:enquiry@kenwardtrust.org.uk)

### **Maidstone & Malling Carers**

Tel: 01622 - 685276

Email: [carers@vam-online.org.uk](mailto:carers@vam-online.org.uk)

### **Maidstone Day Centre**

Tel: 01622 - 674064

Email:

[mdc@homelessinmaidstone.org.uk](mailto:mdc@homelessinmaidstone.org.uk)

### **Maidstone Mediation**

Tel: 01622 - 692843

Email:

[maidstonemediation@gmail.com](mailto:maidstonemediation@gmail.com)

### **Maidstone MIND**

Tel: 01622 - 692383

Email: [info@maidstonemind.org](mailto:info@maidstonemind.org)

### **Porchlight**

Tel: 0800-567-7699

Email: [helpline@porchlight.org.uk](mailto:helpline@porchlight.org.uk)

*For further information about the partnership please contact Ian Park, Project Manager. Tel: 01622 750770  
Email: [ian@maidstonecab.org.uk](mailto:ian@maidstonecab.org.uk)*

## Maidstone Advice Services Partnership (MASP)



**Working together,  
Meeting your needs**

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