

Signposting guide for employers

Help your colleagues to deal with problem debt



What help is available?



How does debt advice work?



How do I access debt advice?





Helping your colleagues access debt help when they need it

Dealing with debt can be overwhelming and stressful, and this debt stress not only affects your colleague's personal lives, but can also impact their ability to do their jobs. [Research by the Chartered Institute of Professional Development \(CIPD\)](#) shows 47% of UK workers experience financial difficulties to some degree. Poor financial wellbeing can cause a lack of sleep, affect people's ability to concentrate and make decisions, and is associated with higher employee absence.



By using our signposting guide, you can help colleagues recognise when they should get in touch, understand how we help and how the process works, giving them more confidence to seek help should they need it.



1. What is StepChange Debt Charity?

Many people struggling with financial issues don't know that help is available. Start by adding some simple copy to your intranet or employee wellbeing area so that your colleagues can find financial support:

“ If you're worried about debt, you're not alone, and free, impartial help is available. StepChange Debt Charity help hundreds of thousands of people each year deal with their money worries and take back control of their lives. Whether you need debt advice, support with budgeting, or help with managing persistent debt, StepChange can help with expert advice. Advice is available on their website 24/7 or over the phone, and you switch between channels to suit your needs.

Visit their website for online advice at www.stepchange.org, or call them on 0113 138 1111 Mon-Fri 8am-8pm, Sat 8am-4pm. ”



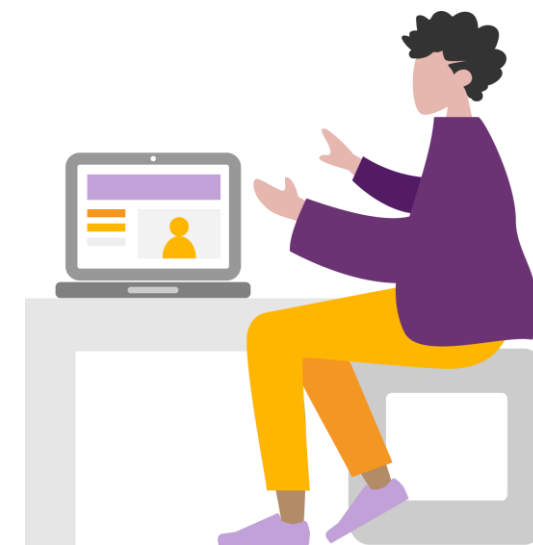


2. What happens next?

Not knowing what happens when you seek support can make getting help feel daunting.

You can use the copy below to help your colleagues understand the process:

- ▶ When you first contact StepChange over the phone or online, they'll ask some initial questions about your finances to get a full picture of your situation
- ▶ They will then help you to create a realistic monthly budget to see what you can afford to pay toward your debts
- ▶ You'll receive tailored advice based on your individual circumstances
- ▶ StepChange will recommend a debt solution which is suitable for you, and provide all the information you need to make an informed decision
- ▶ If you want to go ahead with a solution, they'll support you to set this up
- ▶ You can access ongoing support by phone, webchat and email.





3. What other help is available?

As well as providing debt advice, StepChange have a range of tools and resources that can help if your colleagues are worried about money.

- ▶ Taking the [60 Second Debt Test](#) can help your colleagues understand whether they might benefit from debt advice. Visit our website to find out more and get the embeddable tool.
- ▶ We have a dedicated section on our website helping people to deal with the [rising cost of living](#) with helpful articles and tips.
- ▶ Persistent debt is a cause of concern for many. Our [persistent debt guide](#) can help your colleagues tackle their financial concerns and find out how they could save on interest and charges by increasing their monthly payments.
- ▶ Debt can be isolating. Our [real life client stories](#) could help your colleagues understand that they're not the only one, and that support can be life-changing.

