



Press Release

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Charity says it is crucial for employers to support staff with debt problems

Leading debt charity Consumer Credit Counselling Service (CCCS) is calling on employers to support employees with debt problems. The charity, which has seen a sharp rise in calls to its helpline, says that the UK's personal debt pain is growing and that employers are in an important position to help those who find themselves facing unmanageable debt.

The charity says that organisations need to encourage staff with debt problems to seek help immediately. It says that the sooner people seek help for their debt problems the more can be done to help them and that a delay can lead to more serious consequences.

CCCS says that employers should also refer staff to free sources of debt advice to prevent them from going to companies who will charge them for dealing with their debt problems. According to the charity, these companies can charge people thousands of pounds and usually front-load the fee which results in people spending the first few months of a debt repayment plan paying the fee instead of repaying their debt.

Delroy Corinaldi, external affairs director at CCCS says: "The UK's personal debt problem is likely to get far worse over the next year and employers are in an important position to help staff who have a debt problem.

"This doesn't have to mean speaking to employees individually as those with debt problems are likely to feel very private about their finances and may not reveal that they have a problem, while suggesting staff have a debt problem could be intrusive. Instead,

employers can help them by providing information on noticeboards and in staff magazines that signposts them to where they can get free debt advice and support.”

Over 93,000 people called the CCCS helpline for help with their debts in the first three months of 2010 compared to 69,432 for the same period last year.

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Notes to editors:

1. Literature providing information about CCCS and its services is available on request.
2. The CCCS free phone helpline 0800 138 1111 is open 8am to 8pm, Monday to Friday.
3. CCCS's ethos is to help the “can't pays”, not the “won't pays”, and does not condone debt avoidance. CCCS always aims to help its clients pay back what they owe, in a realistic timescale and manner that is suited to each individual's situation.
4. CCCS is self-funding. Lenders share with the charity the benefit they receive from its operation, making a donation from the money repaid to them. This allows CCCS to retain its independence and ensure that its advice is always in the best interest of the client. CCCS aims to separate the “can't pays” from the “won't pays”.

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