

Stepchange Debt Charity

Our Commitment to EDI

Equality, Diversity and Inclusion Strategy

2026–28

Equality, Diversity and Inclusion at StepChange



Core Commitment to Equality, Diversity and Inclusion

StepChange values diversity, inclusion and equal opportunities for all our colleagues and clients.



Inclusive Culture

Inclusion is embedded in leadership, policies, recruitment, and daily operations through accountability and continued learning.



Serving Diverse Communities

Services are designed to be accessible and responsive to the varied needs of vulnerable, marginalised, and underrepresented groups.



Ongoing Reflection and Growth

Commitment to transparency, leadership visibility, and adapting through feedback, continuous improvement and openness.

Why EDI Matters to Us



Impact on Organisational Performance

Diverse teams bring broader perspectives, improve decision-making, elevate innovation and enhance organisational effectiveness.



Inclusion and Wellbeing

Inclusive environments foster engagement, belonging, motivation, recognition and productivity, by ensuring all voices are heard and valued.



Serving Diverse Clients

Understanding diverse experiences enables delivery of responsive and accessible services tailored to meet client needs, when they need it.



Data Driven Approaches

We use data-driven insight to identify barriers, measure progress and ensure our actions deliver real impact.

Our Approach to EDI



Strong Foundations

Establishing governance, accountability, education and data insight to identify barriers and guide meaningful and sustainable outcomes.



Inclusive Recruitment

Ensuring fair, accessible and transparent recruitment processes that reduce bias and actively attract diverse talent.



Development and Progression

Providing equal and equitable access to learning and career growth to support fair progression and transparent career pathways.



Inclusive Culture

Embedding inclusion into the DNA of all our activities, everyday behaviours and leadership approaches to foster personal accountability and creating a great place to work.

Our Focus Areas



Accessibility and Inclusion

Focus on physical, digital, and cultural accessibility to ensure full engagement for all colleagues and clients.



Fair Recruitment and Progression

Commitment to equitable recruitment and career advancement for underrepresented groups.



Colleague Voice, Engagement and Experience

Encouraging regular open dialogue and feedback, to understand experiences and foster inclusion within the organisation.



Data and Insight Driven

Using data collection and analysis to better understand our demographic make-up, track progress and shape inclusion policies, activities and communication.

Creating an Inclusive Culture



Fostering Safety and Respect

Creating an inclusive culture starts with listening and valuing colleagues' experiences to ensure we create a safe and respectful environment.



Learning and Awareness

Education and awareness help build understanding of diverse perspectives and challenge biases effectively.



Zero-Tolerance Policies

Maintaining zero tolerance for bullying and discrimination builds trust and psychological safety.



Continuous Evolution

Sustaining inclusion requires ongoing reflection, feedback, and flexibly adapting to change across our organisation.

Supporting Our Colleagues and Clients



Inclusive Support for Colleagues

Creating systems and environments that foster accessible participation, clear expectations and transparent career progression pathways for all colleagues.



Accessible Client Services

Ensuring services are accessible, culturally sensitive, and responsive to clients' unique needs and circumstances.



Continuous Improvement Through Feedback

Using feedback, data, and engagement narrative to identify gaps and drive ongoing enhancements in service delivery.



Building Trust and Inclusion

Supporting colleagues and clients with consistent respect and compassion strengthens trust and aligns with our organisational values.

Measuring Progress



Balanced Progress Indicators

We use both quantitative data and qualitative feedback to get a full view of inclusion across the organisation.



Data-Informed Decisions

Combining data with personal insights enables informed decisions to address real inclusion needs effectively.



Transparency and Accountability

We maintain openness about progress, lessons learned and we reflect on successes and areas needing improvement.



Continuous Improvement Focus

Progress measurement is ongoing, aiming to strengthen inclusive culture through regular review and learning.

Looking Ahead



Commitment to Inclusion

Our ambition focuses on building an inclusive culture using insight to understand and remove barriers for all.



Embedding Equality, Diversity and Inclusion Daily

We integrate Equity, Diversity and Inclusion into daily work to strengthen culture and support our colleagues and clients effectively.



Leadership and Accountability

Leadership commitment and shared responsibility drive progress and accountability in making inclusion a day-to-day reality.



Positive Community Impact

Sustained focus on meaningful action delivers fairer, inclusive outcomes benefiting communities served.