



Press Release

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Debt charity launches new service for vulnerable people

Leading debt charity Consumer Credit Counselling Service (CCCS) has launched a new service providing additional assistance to vulnerable people who are struggling with debt. People identified as vulnerable, which could be because of their age, mental health or capacity, will be offered extra support such as help with completing forms and undertaking welfare benefits checks. Where appropriate, CCCS will contact creditors to explain special circumstances, for example if someone is terminally ill.

Run by some of the charity's most experienced counsellors, CCCS expects a significant number of its clients to benefit from its new Debt Advocacy Service. These will include some of the 12,000 people it counselled last year who were claiming Disability Living Allowance as well as the growing number of older people CCCS helps with their debt problems.

CCCS managing counsellor Maggie Kirkpatrick, who runs the service, explains why it is needed:

"Debt problems are incredibly difficult and stressful to deal with. They are especially difficult for anyone who, for whatever reason, struggles with completing forms and making applications.

"We are launching this service to ensure that those who are vulnerable not only receive free, independent and impartial debt advice, but extra support according to their needs."

People can access the Debt Advocacy Service by calling the CCCS Helpline on 0800 138 1111, 8am-8pm, Monday to Friday and will be referred to it if identified as needing additional support. Clients may also be referred to it if they need extra help at any stage of the debt counselling process.

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Notes to editors:

1. 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.
2. 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.
3. The CCCS free phone helpline 0800 138 1111 is open 8am to 8pm, Monday to Friday.
4. *CCCS Debt Remedy* is available at www.cccs.co.uk
5. Follow us on Twitter: @CCCSPressOffice

Media enquiries:

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