

## The other one in four - how financial difficulty is neglected in mental health services

### Appendix A - Full Methodology

#### A.1 Timescale and scope

Money and Mental Health sent out the Freedom of Information (Fol) request on 29 and 30 September 2016 and accepted all responses up until 7 November 2016. This gave the authorities 26 working days to respond, in excess of the 20 working days statutory time limit.

Fol requests were sent to all:

- Clinical Commissioning Groups in England,
- NHS Trusts in England,<sup>1</sup>
- Public Health teams in England,
- Local Hospital Boards in Wales,
- NHS Trusts in Scotland and
- Health and Social Care Trusts and the Health and Social Care Board in Northern Ireland.

This allowed us to capture commissioning and provision of most mental health services at primary and secondary level, along with public health initiatives, across the UK.

#### A.2 Response rate

We received a high response rate, as follows:

- 97% of CCGs;
- 87% of NHS Trusts;<sup>2</sup>
- 67% of Public Health teams;
- 100% of Welsh Local Hospital Boards;
- 71% of Scottish NHS Trusts; and
- the Northern Irish Health and Social Care Board and 80% of Northern Irish Health and Social Care Trusts.

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<sup>1</sup> Fol requests were sent to all NHS Mental Health Trusts and all NHS Trusts and Foundation Trusts where we couldn't validate that they did not provide mental health services. Where it was clear that Trusts did not provide mental health services we did not send a request to reduce the administrative burden created by this exercise.

<sup>2</sup> 52% of these Trusts responded only to tell us that they did not provide mental health services. They were excluded from all subsequent analysis, and results presented in the report are proportions of NHS Trusts who do provide mental health services.



In total, responses were coded for 203 CCGs, 58 NHS Trusts and 101 public health teams in England; and for seven Welsh Local Hospital Boards, ten Scottish NHS Trusts, five Northern Irish Health and Social Care Trusts and the Northern Irish Health and Social Care Board.

Having received large response rates, we extrapolate that these results are representative of these organisations across their geographical remits - e.g. that the CCGs who responded are a representative sample of all CCGs.

### **A.3 Questions asked**

1. Whether you consider financial difficulties in your local health needs assessment?
2. Whether your mental health service users (for both primary and secondary care) are routinely asked about their financial circumstances or difficulties?
3. Whether you commission, either solely or in partnership with any other agency, any specialist services for people who have both financial difficulties and mental health problems?
4. Whether you have a formal and/or informal working arrangement with any external organisations providing financial, welfare or debt advice, and if so which one(s)?
5. How many people using your primary and secondary mental health services are referred to or provided with a specialist service that addresses financial needs?

All of the authorities received these five questions, with the exception of Directors of Public Health who did not receive question 4, as most local authorities fund debt advice and will have existing relationships with local advice providers so this would not have provided information on mental health-specific interventions.

Organisations were provided with a list of the types of intervention that we were interested in, including specialist advice, financial capability, support into employment, integrated care pathways and peer support.



#### A.4 Coding

We developed a coding system in order to analyse and quantify the qualitative responses received. These codes were applied consistently across all authorities for each question.

Across all codes:

Code number	Code name	Criteria
0	Not provided	Mental health services are not provided.

Question 1:

Whether you consider financial difficulties in your local health needs assessment?

<b>Key terms</b>	'Financial difficulty' or 'problem debt' or 'money problems.'
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Code number	Code name	Criteria
1	Yes	Financial difficulty is considered in the local needs assessment AND one of the key terms is specifically mentioned.
2	No	Financial difficulty is not considered in the local needs assessment AND one of the key terms is not mentioned.
3	Don't know	Another body is in charge of the needs assessment and we should contact them OR another body is in charge of the needs assessment but the respondent would expect this to be covered OR the respondent is uncertain and does not know if financial difficulty is included.
5	Related	The local needs assessment looks at one or more of these related issues - deprivation, poverty, homelessness, fuel poverty, welfare, employment AND does not specifically mention the key terms.



6	Other assessment	The response describes an assessment that isn't a local needs assessment, such as an individual patient assessment.
7	On the radar	The response confirms that while financial difficulty is not considered in the local needs assessment at present, this will be included in future assessments.
8	Not answered	No answer provided.

Question two:

Whether your mental health service users (for both primary and secondary care) are routinely asked about their financial circumstances or difficulties?

Code number	Code name	Criteria
1	Yes	Services users are routinely asked about their financial circumstances or difficulties.
2	No	Service users are not routinely asked about their financial circumstances or difficulties.
3	Don't know	The response states they do not hold the information AND/ OR directs us elsewhere.
4	Care as usual	The response states that financial circumstances are covered under 'care as usual' - defined as person-centred care, holistic assessments, routine needs assessments or being up to the discretion of the individual practitioner AND no evidence provided of routine questioning on financial circumstances.
5	Patchy	The response states that some patients are asked about their financial circumstances, but not all patients across all services OR that only patients eligible for the Care Programme Approach are asked about their financial situation.



6	Patient -led	The response states that if the patient discloses they are in financial difficulty then this would trigger further questions and signposting AND no evidence provided of routine questioning on financial circumstances.
8	No answer	No answer provided.
12a	Social care only	Financial difficulties are assessed in social care planning only.

Question 3:

Whether you commission, either solely or in partnership with any other agency (such as NHS bodies), any specialist services such as those listed above, for people who have both financial difficulties and mental health problems?

Code number	Code name	Criteria
1	Yes	Services are commissioned for people who have both financial difficulties and mental health problems AND these services are partly or wholly NHS funded, not solely funded by the third sector.
2	No	Services are not commissioned for people who have both financial difficulties and mental health problems OR the response states that while services are not commissioned the providers have the required links to these services and/or signpost during care as usual if required.
2a	No - PoA	The response only mentions that Power of Attorney or appointeeships are provided.
3	Don't know	The response states that another body is in charge of commissioning these services and we should contact them OR that another body is in charge of commissioning but they would expect this to be covered.



5	Related	Only related services are commissioned, defined as recovery colleges, social prescribing, advice services, advocacy, rehabilitation OR services are only commissioned that tackle related issues, defined as welfare and benefits, homelessness, fuel poverty AND the response does not specify that the service is specifically for people who have both financial difficulties and mental health problems.
7	Employment only	The response states that only employment support is provided eg. Individual Placement and Support.
8	On the radar	The response states services for people with financial difficulties are not currently commissioned, but they plan to commission them in the future.
9	No answer	No answer provided OR a response is provided that doesn't answer the question.

Question four:

Whether you have a formal and/or informal working arrangement with any external organisations (e.g. Citizens' Advice Bureaux) providing financial, welfare or debt advice, and if so which one(s)?

Code number	Code name	Criteria
1	Yes	Formal and/or informal working arrangements are held with external organisations providing financial or debt advice.
2	No	Formal and/or informal working arrangements are not held with external organisations providing financial or debt advice.
3	Don't know	The response states that they do not hold this information.
3a	Provider responsibility	The response states that the provider has these relationships OR that it is the provider's responsibility to have these links.



4	Business as usual	The response states these services are signposted to as part of business as usual OR that these links are developed solely for the purpose of the Care Programme Approach or Multi Disciplinary Team.
7	Employment only	The response states that only employment support is provided eg. Individual Placement and Support.
8	Ask someone else	The response directs us to someone else to answer the question eg. Local Authority.
9	No answer	No answer provided OR a response is provided that doesn't answer the question.

Question five:

How many people using your primary and secondary mental health services are referred to or provided with a specialist service that addresses financial needs?

Code number	Code name	Criteria
1	Yes	The number of people referred to/ provided a specialist advice service is provided.
2	No	The number of people referred to/ provided a specialist advice service is not provided OR a service is not commissioned therefore the numbers cannot be provided.
3	Don't know	Do not hold or record the information OR someone else holds this information and we should contact them OR someone else provides the services and they expect they would have the figures.
5	Future	The response states that the service is new and therefore data is not yet available.
6	No answer	No answer provided OR the answer provided does not answer the question.



## A.5 Analysis

We used the codes to identify those who provided a positive answer to the question.

To calculate the percentages for those who provided a positive answer, we calculated the effective base for each question, excluding those who responded telling us they did not provide mental health services or, while offering answers to some of the questions, did not provide a reply to the specific question being analysed, sometimes because this would have taken too much time. The most complex case was question five, which asks how many people use the specialist service provided. It is only possible to count users of specialist service where one is provided, so our effective base for this question was limited to those who answered yes to question three or four, ie. those who commissioned or had links to a specialist service. This ensured our percentages were not artificially deflated by including irrelevant responses in the base of the calculation.

The maps showing the geographical spread of provision for financial difficulty were prepared using Googlemaps and boundary data provided by:

English CCGs - Office for National Statistics Open Geography Portal<sup>3</sup>

Scottish NHS Trusts - Statistics.gov.scot<sup>4</sup>

Welsh Local Hospital Boards - Office for National Statistics Open Geography Portal<sup>5</sup>

Northern Irish Health and Social Care Trusts - OpenDataNI<sup>6</sup>

Please email [contact@moneyandmentalhealth.org](mailto:contact@moneyandmentalhealth.org) with any further questions.

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<sup>3</sup> "Clinical Commissioning Groups (July 2015) Generalised Clipped Boundaries in England", available from [http://geoportal.statistics.gov.uk/datasets/67993b98f52743899751f188c960f7df\\_2#](http://geoportal.statistics.gov.uk/datasets/67993b98f52743899751f188c960f7df_2#) [Accessed on 11/11/16].

<sup>4</sup> "All Health Board Areas" available from:

[http://statistics.gov.scot/area\\_collection?in\\_collection=http%3A%2F%2Fstatistics.gov.scot%2Fdef%2Fgeography%2Fcollection%2Fhealth-boards](http://statistics.gov.scot/area_collection?in_collection=http%3A%2F%2Fstatistics.gov.scot%2Fdef%2Fgeography%2Fcollection%2Fhealth-boards). [Accessed on 11/11/16].

<sup>5</sup> "Local Health Boards (December 2015) Generalised Clipped Boundaries in Wales" available from: [http://geoportal.statistics.gov.uk/datasets/a1fccd71c89243de87ed04e290661a24\\_2](http://geoportal.statistics.gov.uk/datasets/a1fccd71c89243de87ed04e290661a24_2). [Accessed on 11/11/16].

<sup>6</sup> "DHSSPS Trust Boundary" available from:

<https://www.opendatani.gov.uk/dataset/department-of-health-trust-boundaries/resource/5543926f-d0e-d-4e15-88bb-7e08ac1181b6>. [Accessed on 11/11/16].