



MONEY AND  
MENTAL HEALTH  
POLICY INSTITUTE

# 2016 Review

## Five research reports

- Money on your mind
- In Control
- The Missing Link
- Strength in Numbers
- The Other One in Four

## Six policy notes

- Debt and Mental Health Evidence Form
- Night-time spending
- Busting the banks open
- Building financial wellbeing
- Mental health and the energy market
- Responsible retail

## Four responses to consultations

- Treasury: Help to Save
- Health Select Committee on Suicide
- Lords' Committee on Financial Exclusion
- Triennial Review of Gaming Machines and Social Responsibility Measures

## One Campaign

- Debt and Mental Health Evidence Form

## One product launch

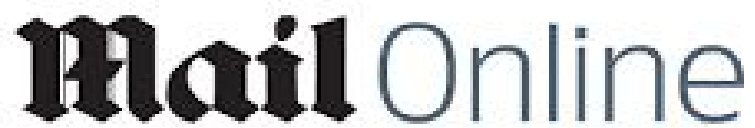
- Coming soon: the 'Shopper Stopper'



ITV News  
@itvnews



.@MartinSLewis has some advice if you're worried about mental health and its impact on your finances



BBC LOCAL RADIO



# Money on your Mind

- Survey of 5,500 people with experience of mental health problems
  - 72% said that their mental health problems have made their financial situation worse, and that's not just as a result of having less money to spend.
  - 93% say they spend more when they are unwell
  - 92% find it harder to make financial decisions
  - and worryingly 59% have even taken out a loan that they wouldn't otherwise have done.
- Thousands of verbatims, helping us map the links between financial difficulty and mental health problems



# In Control



- Identified six different ways our mental health affects our spending.
- Survey of 257 people who reported that their mental health affects their spending.
  - 80% said online shopping was particularly hard to resist
  - 40% found buying goods on installments from mail order catalogues the most compelling form of credit (40%)
  - Over half of respondents (53%) saying that they have bought goods on installment, hire purchase or credit sale agreement in the last twelve months alone.\*
- Focus group to test recommendations
- Consultation on our recommendations, about 30 responses



# #StopTheCharge

- Our investigation found that one in three people who asked their GP for the Debt and Mental Health Evidence Form are being charged up to £150.
- People with mental health problems and debt are being charged up to £150 for a doctor's note required by their creditors to prove that they have a mental health condition and should receive extra support.
- This is resulting in people going without support or racking up more debt just to pay their GP.
- We're asking Ministers for Health across the UK to change GP contracts to ensure everyone who needs the form can access it free of charge.



"People experiencing debt crisis need affordable mental health support. I have asked officials to look at how to resolve this issue so that no one has their mental health condition made worse while trying to get vital help. I hope to be able to update on progress shortly."

Jeremy Hunt, UK Health Secretary



Alastair Campbell

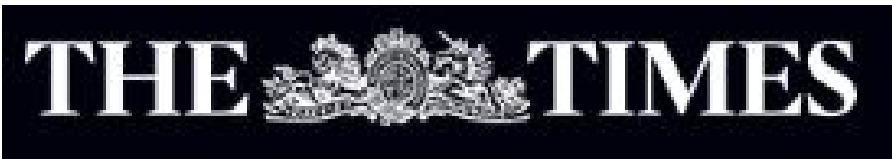
@campbellclaret



Following

blog - Another day, another important mental health campaign - #StopTheCharge and end a scandal [alastaircampbell.org](http://alastaircampbell.org)

THE HUFFINGTON POST



MONEY AND MENTAL HEALTH POLICY INSTITUTE

### Night-time alerts 'target impulse buys'

By Kevin Peachey  
Personal finance reporter

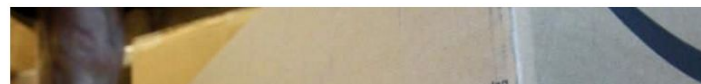
27 October 2016 Business



### News

News

### Online sites 'encouraging' reckless night-time spending sprees with midnight emails



**BBC**  
RADIO  
92–95 FM

**YOU & YOURS**  
Weekdays 12 noon  
Radio 4's consumer affairs programme



# Night-time Shopping

- People with experience of mental health problems have told us that they find online shopping, particularly at night, a problem when they are unwell.
- While most retailers send email marketing in the morning or early evening, a few seem to frequently send emails between midnight and 5am.
- Flexible settings could help people with mental health problems stay in control of their spending when they're unwell and struggling to sleep.
  - Set opening times of online stores
  - Delay processing and despatch of items order at night until the morning
  - Opt out of email marketing at night
  - Turn off shopping channels

# The Missing Link



- New modelling revealed that the recovery rate for people with both depression and debt who are in the Government's main talking therapies programme (IAPT) is likely to be just 22%, less than half that of those who have depression but are not in debt (55%).
- Only 6% of people who were in debt and being treated by the programme were signposted for support with their money.
- The IAPT programme has been struggling to meet its target of 50% recovery rates since its inception in 2008. Our analysis suggests problem debt could be the missing link.
- We're working with NHS England and the Department of Health to establish pilot sites to test integrating debt advice in the programme.



# Strength in Numbers



- **52%** of carers for someone with a mental health problem, know someone else's PIN number
- **27%** have used someone else's contactless card
- **23%** know someone else's online banking passwords
- **Read-only access:** Account holders should be entitled to grant real time, read-only access to a carer or trusted friend on any account.
- **Notifications:** Account holders should be entitled to request notifications of specific activities on their account(s) be sent to a carer or trusted friend.
- **Restrictions:** Account holders should be able to delegate the authority to make some kinds of account decisions or transactions to a trusted friend or carer.

# The Other One in Four

- Freedom of Information requests sent to all CCGs, NHS Trusts and Directors of Public Health in England, NHS Trusts in Scotland, Local Hospital Boards in Wales and Health and Social Care Trusts in Northern Ireland.
- Only 4% of CCGs, are taking a systematic approach to tackling financial difficulty, from assessing need to providing and evaluating a service. No Welsh Local Hospital Boards were found to be systematically addressing the link, while 10% of Scottish NHS Trusts and 33% of Northern Irish Health and Social Care Trusts did so.
- With consumer debt rising and the economy set to slow, mental health services are ill-prepared to cope with the influx caused by problem debt.



"...sharing issues with Nic, Polly, and Martin feels safe and I feel useful again. I can be open in a way I could never be at home. But more important is the knowledge that they listen; they hear; they act! Well done to everybody on the team. You're making a difference, and I feel that we - the end users - are helping to make those changes too. By participating we are helping ourselves and each other, and that feels pretty good. Thank you so much."  
*- Research community participant*

# And next year..?

We want to hear your ideas about our next areas of focus and research.

Email us with your ideas at [contact@moneyandmentalhealth.org](mailto:contact@moneyandmentalhealth.org)

And if you have lived experience of a mental health problem, or care for someone who does, please join in: our research community My Money and Mental Health is recruiting.

Find out more at: <http://www.moneyandmentalhealth.org/panel>