



## Freedom of Information request & West Norfolk CCG response

### WN-2016-00133 – Specialist Interventions for individuals with Financial difficulties and Mental Health problems

I am writing from the [Money and Mental Health Policy Institute](#), which is researching the current state of practice nationally as regards specialist interventions for people who have both financial difficulties and mental health problems.

We are contacting all Clinical Commissioning Groups under the Freedom of Information Act to formally request information as to what interventions or services meeting this remit already exist. Examples might include:

- Welfare / debt / money management / housing / legal advice in a mental health setting (inpatient, community or at point of referral)
- Education to service users about managing finances, particularly if it addresses the emotional and behavioural aspects of this (for example through a recovery college)
- Screening and support to access advice available elsewhere
- Integrated care pathways for mental health and financial / welfare support
- Support into employment, such as individualised placement support
- Measures to support mental health staff to make referrals for financial advice (eg a central database of advice agencies, a prompting or screening process, training on welfare advice)
- Helplines that can give financial advice alongside mental health support
- Social prescribing (for example to adult learning)
- Peer support projects for people with both financial and mental health problems

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

*The information requested is not held by the CCG. It is advised you refer your request to [Norfolk County Council](#) who would be best placed to respond to your query.*

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

*Service users in mental health social care services are offered welfare rights check by Norfolk County Council as part of the financial assessment process linked to charging for services. The Care Act duty of wellbeing also ensures that service users are also asked about their financial circumstances and directed to support and advice services.*

*Additionally, West Norfolk CCG hold a contract with MIND which includes access to drop-in sessions offering information, help and support with welfare benefits, utility bills and housing issues as well as sign post.*

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

*Norfolk County Council commissions a specialist housing related floating support service for people with mental health needs. The primary need has to be housing related but the range of areas covered is wide (see attachment) and includes support around finances and benefits. Part of this service is jointly commissioned with CCGs and it in-reaches to mental health acute wards to meet the same range of needs.*

- 4. 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)?**

*The information requested is not held.*

- 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?**

*In the first quarter of 2016-17, 1116 people used the Norfolk housing related floating support service, over 50% of these were referred by secondary mental health services.*