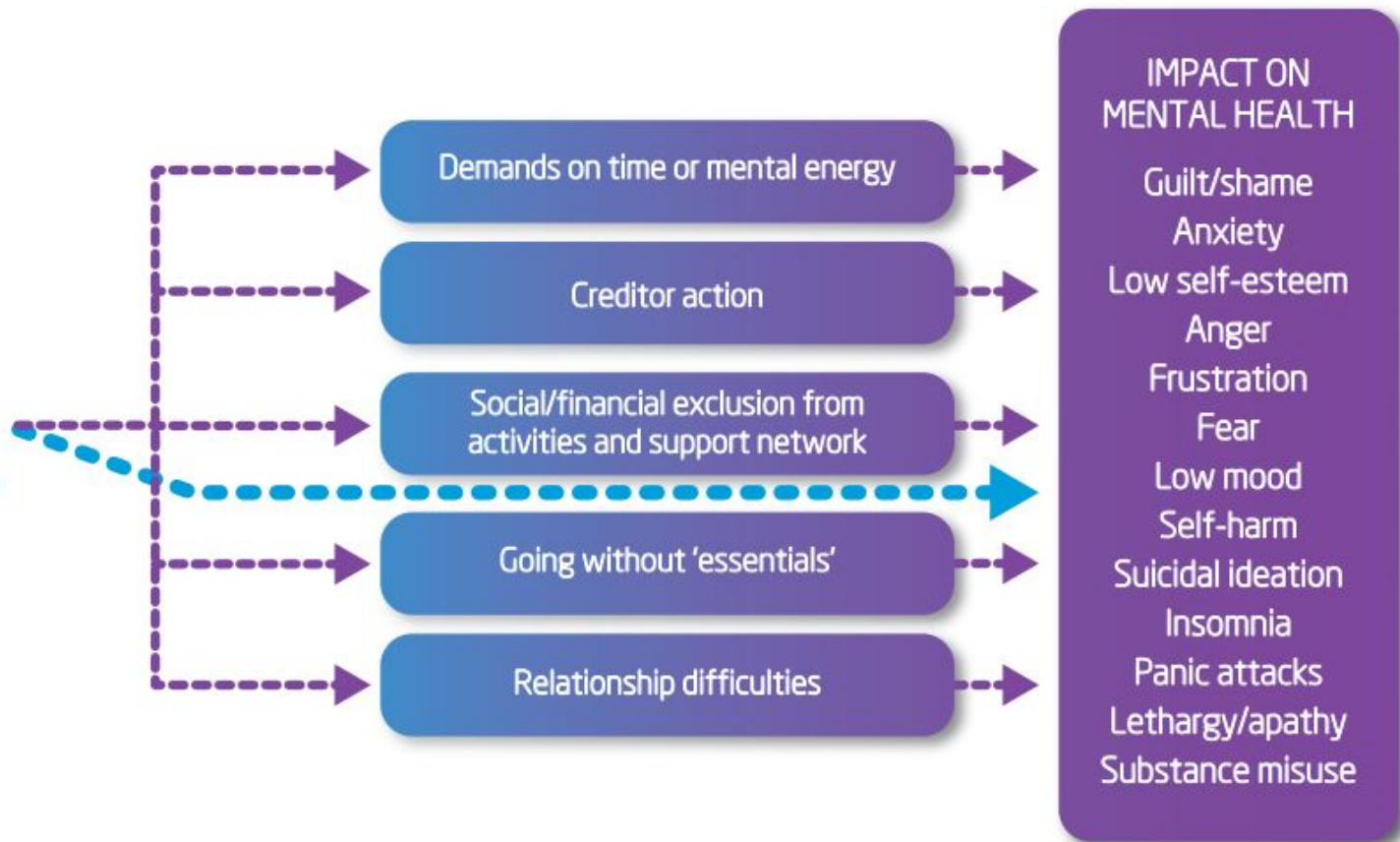


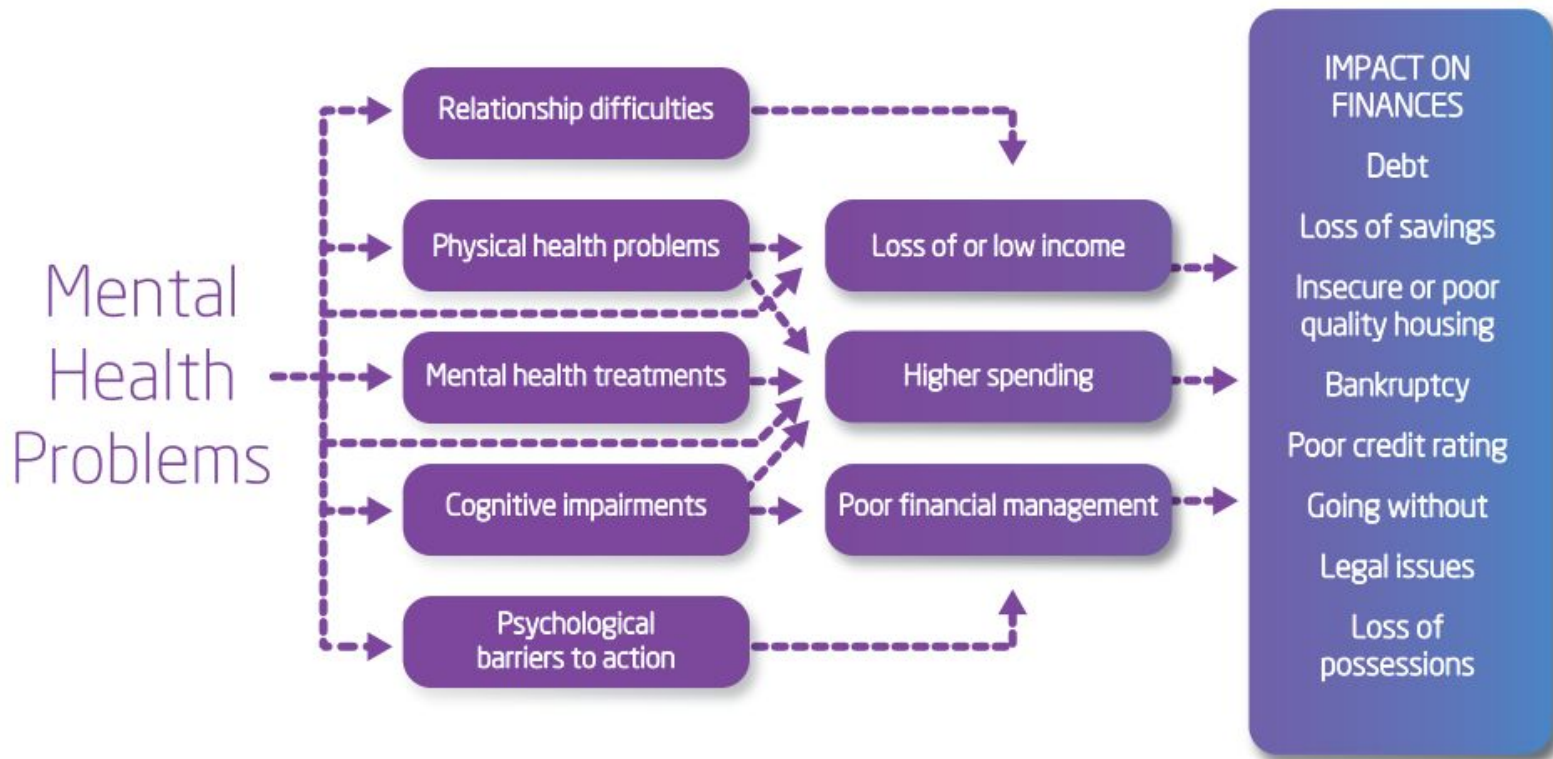
MONEY AND
MENTAL HEALTH
POLICY INSTITUTE

Summary of presentation

- Katie Evans is Head of Research and Policy at Money and Mental Health, where she leads a ground-breaking research programme exploring the links between mental health problems and financial difficulty. Katie joined Money and Mental Health from the Social Market Foundation, where she led a programme of work around regulated consumer markets.
- This presentation was given by Katie at the fifth workshop of the UKCN Consumer Remedies project held at the CMA on 26 September 2017. This workshop was focused on designing remedies that work for vulnerable consumers.

Financial Difficulties





Mental health and financial capability

Diagnosis	Most likely to experience
Depression	Harder to solve problems and understand information May struggle to concentrate Lack of motivation Prone to comfort spending
OCD	Unreliable memory and low confidence in memory Harder to solve problems and understand information May obsess or panic about certain triggers, for example bills
Bipolar disorder	Reduced understanding and problem solving abilities Lack of self restraint or inhibition Higher spending Unreliable memory May struggle to process complex problems



Buy now, pay later:
Problems in the point of sale
credit market



I know I can spend too much, but hire purchase on kitchen appliances cooker, fridge-freezer, washer and dryer should probably cost £1,200-£2,000 in total. I now owe £10,000 with hire purchase fees

I believe that my mental health problems have made me unable to make the correct decisions. I can be very impulsive when I feel depressed or anxious. I do not think things through as it all seems too complicated and I think of the here and now rather than the future.

Took out HP and catalogue borrowing without fully being able to understand how it would affect my situation in order to make repayments. As a result I am left with little or no spare money every month to be able to enjoy life.



Not just anecdotal...

New national polling with Populus

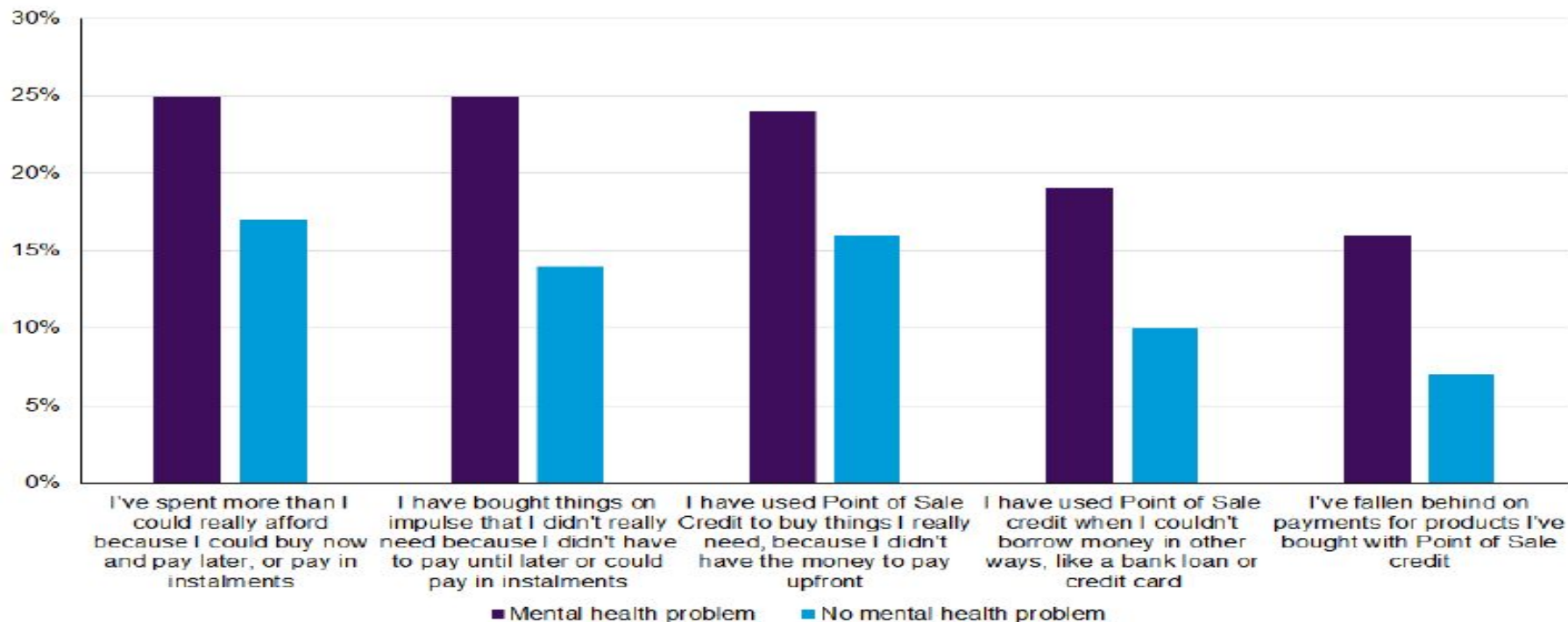
2,051 people, of whom 17% had experienced a mental health problem in the last year

39% of people with a mental health problem have bought something using point of sale credit

32% of people without mental health problems have used point of sale credit



Figure 2: Experiences of point of sale credit - people with and without mental health problems

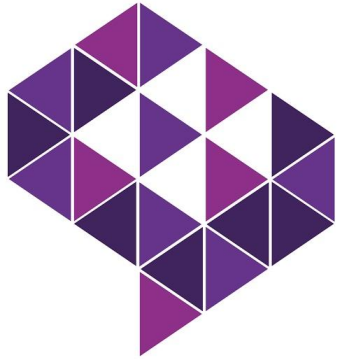


Source: Money and Mental Health analysis of online survey of 2,051 people, carried out by Populus 9-11 December 2016. Data is weighted to be nationally representative.

What is happening?

- 1) Lower incomes
- 2) Linked to symptoms of mental health problems
 - a) Facilitating impulsivity
 - b) Difficulties making complex decisions





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