



Edinburgh Health and Social Care Partnership

**CHAI**

## Financial Inclusion & Capability Service

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Working together for a caring,  
healthier, safer Edinburgh

**NHS**  
Lothian

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# **Edinburgh Alcohol and Drug Partnership (EADP) delivering Addictions Recovery Services via 4 Geographic 'Recovery Hubs'**

- South West Edinburgh
- South East Edinburgh
- North East Edinburgh
- North West Edinburgh

# Recovery Hub Partners



- NHS Lothian
- City of Edinburgh Council
- Third Sector

# Recovery affected by:

- Income
- Debt
- Housing Crisis
- Benefit & Tax Credit changes
- Sanctions
- Work Related Activity
- Assessments for PIP
- Filling in Forms



# Embedding Advice in Recovery



- 2014-16 Recovery Essentials Project (EVOC)
- 2017 -present day Financial Inclusion & Capability Service (CHAI)
  - Access to Systems and Records
  - Welfare Rights Adviser Part of Team (sharing information / integration / nights out)
  - Use Experienced Advisers (SNSIAP & FCA)
  - Identify and Fix Problems Early
  - Partnership Working
  - Team Meetings / Training to feedback on success and emerging issues.

# Key outcomes 2017/18



- 270 Individuals provided with advice (1 year)
- **£636,577** in additional income gained for service users
- 3 x Financial Education Newsletters and 1x Booklet disseminated to clients
- 48% of service users survey respondents felt less anxious about their finances
- 96% of service users remained in secure /sustainable accommodation

# Employability

- The project benefits from strong links to our employability service.
- Clients at the start of recovery are assisted with help to meet their Job seeking conditions and this prevents sanctions and suspension of benefits.
- Clients nearing the end of recovery are assisted to access work, training, study and volunteering opportunities.



# Impacts

- Reduces Health Inequalities
- Frees up Staff Time
- Reduction in Prescribing
- Improved Health, Mental Health
- Clients Engage With Treatment
- Early Intervention
- Income Maximisation
- Increased Stability in Housing
- Employment





# Case Study

- 50yr old male history substance misuse and related physical and mental health issues
- In wheelchair following accident 3 years ago
- Found to be fit for work by DWP
- ESA stopped
- An overpayment of housing benefit had occurred during a time in prison



# Referral to Advisor

- Completed a Mandatory Reconsideration against the decision to stop ESA
- This was refused and an appeal lodged
- The advisor represented the client at a First Tier Social Security Tribunal
- Decision found in the clients favour
- Appeal allowed and client placed on Support Group ESA
- Tribunal recommended that DWP do not reassess the client due to long term nature of his health conditions



# Managing Debt

- Housing benefit overpayment
- Established cause due to overpayment of housing benefit while in custody
- Advisor negotiated an affordable repayment arrangement with the Local Authority.
- Stabilised housing and manageable repayment of debt



# Client

- Client received help from the substance misuse team
- Addressing drug use
- Life style change
- Responding well
- Engaging in local activity groups
- Income, debt and housing stabilised



# Thank you



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