

Appendix B. Referrers' Comments

2. Do you feel clients you have referred benefited from accessing our service?

'Reassurance that people are there to help'

'Sorting out their financial affairs and introducing a manageable framework has reduced a lot of anxiety/stress'

4. If the advice and assistance provided by this Service was not available, how do you think this would affect you as a referrer and your clients?

'As a referrer I would not know where to turn. My client would be in extremely serious financial trouble and would certainly have gone to court by now and had bailiffs round to his flat. My client's mental health would have deteriorated severely and he could have ended up in hospital or worse.'

'Negative impact on client's mental state'

'It would make accessing benefits for clients very difficult and much more complicated'

'I think my client would definitely be worse off financially as I do not have the specific knowledge to advise them on more complex debt issues and have had trouble getting creditors to talk to me in the past.'

'Drastically, other staff would have to try and cover the role'

'The clients would be poorer and worse off both literally and psychologically'

'Detrimental effect on clients' mental health'

'We do not have enough time or the specific experience to help our clients and therefore they would definitely suffer more anxiety.'

'Somebody to talk over their practical issues'

5. Are you aware of any other service/s within the Borough of Epsom & Ewell offering the same level of advice and assistance?

'This is a vital and invaluable service. I hope the funding can continue indefinitely because the service is a life-line for people suffering with mental health problems and serious debt. Thank to Anna and the team for all their work'

'Excellent Service!'

'This service is simply invaluable and so useful for us and our clients. We need to keep you here'

'I am really pleased with the service you are able to offer my clients and am very happy your funding has been extended. Thank you for all your hard work!'

'A fantastic service'

'Excellent service, gets better and better, clients speak very highly of both ladies'

'This service is a lifeline to home-start and some of the families that we support who have metal health problems'