

Mental Health Literature Review

What our client wanted

The Pension, Disability and Carers Service (PDCS) within the Department for Work and Pensions was keen to identify the particular needs of these groups, and any barriers they face in accessing the PDCS service, to ensure that processes do not disadvantage them. They commissioned a review of the literature on the needs, preferences and experiences of people with mental health conditions and learning disabilities when accessing benefits, specifically Disability Living Allowance (DLA) and Attendance Allowance (AA).

What Frontline did

We adopted a systematic approach to the research objectives by developing an issue tree, setting out the key questions that needed to be answered from the literature to satisfy each objective. Once the issue tree had been developed, we reviewed:

- web-based search - to identify a range of published literature available online
- database search – via the Scottish Health library
- internal document search – covering any unpublished documents of relevance to the review

Our findings were presented them to the PDCS.

What difference we made

The literature review highlighted a number of implications for the PDCS in relation to:

- awareness of potential entitlement
- access to the service
- application to the benefit
- assessment of eligibility
- award of the benefit
- appeal process

Our report was published and can be found at:

<http://research.dwp.gov.uk/asd/asd5/rports2009-2010/rep654.pdf>