

**Oldham Borough Council
Record of Decision**



1. **TITLE:** Renewal of the Low-Income Family Tracker to enable a targeted approach to increasing Benefits uptake

2. **SERVICE AREA:** Resources Directorate

3. **PURPOSE OF DECISION**

The license for usage of the Low-Income Family Tracker (LIFT) tool, from Policy in Practice, expires on 26 June 2026. The tool has been and continues to be used to proactively identify and target residents who may be eligible for benefits such as Pension Credit, but who are not currently claiming.

Oldham Council is using the tool to support a campaign to increase the uptake of a variety of benefits throughout 2026-27.

The annual cost of LIFT is £39,137 per annum, excluding VAT. The cost has been budgeted within the 2026-27 Crisis and Resilience Fund scheme grant funded by the UK Government.

Approval is requested to award and enter a 12-month call-off contract with Policy in Practice under the Crown Commercial Services G Cloud 14 RM.1577.14 Framework Agreement.

4. **DECISION MADE BY:** Executive Director of Resources

5. **DECISION:**

To approve the renewal of the license for usage of LIFT from 27th June 2026 for 12 months via CCS G Cloud 14 Framework RM.1557.14, thereby ensuring that services, which currently utilise this application, will remain licensed and fully supported, thereby further ensuring uninterrupted service continuity.

6. **REASON FOR DECISION**

Without LIFT, the Council would not have the capacity or capability to extract the relevant data to deliver a targeted campaign to increase benefit uptake.

During 2026/27, the Council was required to review whether LIFT fully met its requirements. A procurement process in advance of June 2027 should be undertaken as this was the final period that a compliant contract could be issued.

7. **ALTERNATIVE OPTIONS CONSIDERED**

Whilst alternative options to LIFT were available in the marketplace, in addition to the Council building a platform internally, a change to a different platform would require several months of planning, implementation and training, and would not be ready in time to support the current benefit uptake work. Therefore, no alternate options were considered.

8. **INTERESTS AND NATURE OF INTERESTS DECLARED**

None



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9. **PRINCIPAL GROUPS CONSULTED:** Not applicable.
10. **DOCUMENT CONSIDERED:** Renewal of the Low-Income Family Tracker to enable a targeted approach to increasing Benefits uptake