

RECORD OF INDIVIDUAL EXECUTIVE DECISION MADE BY AN OFFICER

Decision Maker	Decision Type	Date
Fiona Greenway	Administrative Decision	28 April 2026

Customer Operations Service Consultation

Exempt/Confidential Report		No
Key Decision		No

Decision (s)

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

Reasons for the decision(s)

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.

Options/Alternatives considered

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



Whilst alternative options to LIFT may be 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.

During 2026-2027, we will review whether LIFT fully meets our requirements. A procurement process is in advance of June 2027 will be undertaken as this is the final period that a complaint contract can be issued.

Conflict of Interest declared

None

Signature of Fiona Greenway, Executive Director of Resources

A handwritten signature in black ink that reads "F Greenway".

Decision made pursuant to:

- a) General delegation under the Council's officer scheme of delegation.
Non-contract decisions up to £250k.**