



Policy in Practice

Customer
Testimonials eBook



*We make the welfare system
simple to understand, so that
people can make the decisions
that are right for them*

Introduction

Policy in Practice believes change happens on the frontline.

We make government policy simple for people to understand, so they can make better decisions.

- People using our service understand their benefit entitlement, and to clearly see the financial benefits of work
- Advisors save time and engage customers without needing to be experts in the complex benefit system
- Local authorities and housing associations understand who's impacted by government policy changes, so they can better target and tailor support

The policy publications that we write and, through our Leading Lights Network, the relationships we foster, influence and improve government policy.

But that's what we say.

This eBook contains testimonials and feedback from our customers so you can read what they say about us.



Testimonials from Local Authorities



“Oxford City Council takes its partnership working very seriously and we only work with organisations who we genuinely feel can make a difference.

Policy in Practice very much falls into this category.”

James Pickering, Oxford City Council



"The Universal Benefit Calculator is different. Its outcome-based approach has been very powerful and has really helped us to change behaviour of both our residents and advisors."

Inga Spencer, LB Hillingdon



“Deven understood what our needs were and listened to how we intended to use the calculator as part of our pilot. His detailed knowledge of the current benefit system and UC, combined with his technical expertise to build online tools of this type made him the ideal person to work with us on this.”

Justine Roberts, Lewisham Council



"The level of contact and engagement throughout was very impressive, as was the technical ability of the Policy in Practice team."

Steve Carey, Leeds City Council



“We wanted to ensure a proactive approach to this next round of welfare reforms. This meant having a strong analysis of the impact and scale of impact of these reforms on our residents, in order to target activity effectively. The Policy in Practice analysis has provided us with this and given us a strong basis on which to plan our partnership and Council activity.”

Ian Duke, LB Hounslow



“For us, as well as mitigating against the risks brought by welfare reforms, there was a huge opportunity to try and do something different, to promote opportunity, and that is still our aim.”

Danielle Henry, Buckinghamshire County Council



"Policy in Practice has helped Oxford to develop a budgeting tool that helps our advisors to have better, outcome-focused conversations with our residents. They have made DHP applications more effective, as well as more efficient, reducing the dependence of our residents on discretionary housing payments."

James Pickering, Oxford City Council



“We want to move beyond sticking plaster solutions. If we can promote work and independence by understanding who is impacted by welfare reforms we’ll have more resources available for those who still need our support.”

Chris Gibbs, Birmingham City Council



"I have really enjoyed working with Policy in Practice and the Welfare Reform Club. Policy in Practice have used their strong analytical capability, supplemented by the experience and insight of the Welfare Reform Club, to help Leeds City Council to make better strategic and operational decisions."

Steve Carey, Leeds City Council



"Advisors using the calculator were 3 times as effective at getting people into work."

Justine Roberts, Lewisham Council



Testimonials from Housing Associations



“Our tenants are facing increased pressure on their budgets as a result of welfare reforms. This is one of the key reasons why we chose Policy in Practice's Universal Benefit and Budgeting Calculator software. It allows us to provide better income and budgeting support to our tenants.”

Linda Tookey, First Wessex Housing Association



Testimonials from Welfare to Work providers



“The software is so user friendly and has a lot of really useful added features. It’s also the only one that’s UC compatible.

“There are lots of intuitive features in there which mean that an advisor doesn’t have to be a benefits expert.”

Jemma Johnstone, Serco



“I found the calculator very easy to use, particularly the basic visual results, which were easy to interpret. It’s also very quick to use so didn’t take up all our time during the meeting, which left more time to discuss the results with the customer.

“Also, as the system saves the results, customers can come back to me to amend any details without starting all over again.”

Serco subcontractor



“Any software is only as good as its implementation and the support we’ve had from the team to bed in the new service has been a massive benefit to us.”

Jemma Johnstone, Serco



“The UBC has a better range of scenarios, for instance it takes into account the cost of free school meals.

“It has better information so you don’t have to guess - it can work out average rents and utilities consumption.”

Serco subcontractor



Testimonials from Third Sector and Commercial clients



"The Children's Society commissioned Policy in Practice to examine the barriers and solutions to the sharing of data on new born children in local authority areas. Their report delivered practical guidance, based on real-world practice on the ground. Policy in Practice were a pleasure to work with, they were effective, diligent and timely and we would definitely work with them in the future."

Lucy Capron, The Children's Society

"Policy in Practice were a pleasure to work with and we would definitely work with them in the future."

Lucy Capron, Children's Society



About Policy in Practice

We believe that change happens on the frontline. Our mission is to reduce poverty. We do this through simplifying the delivery of the welfare system.

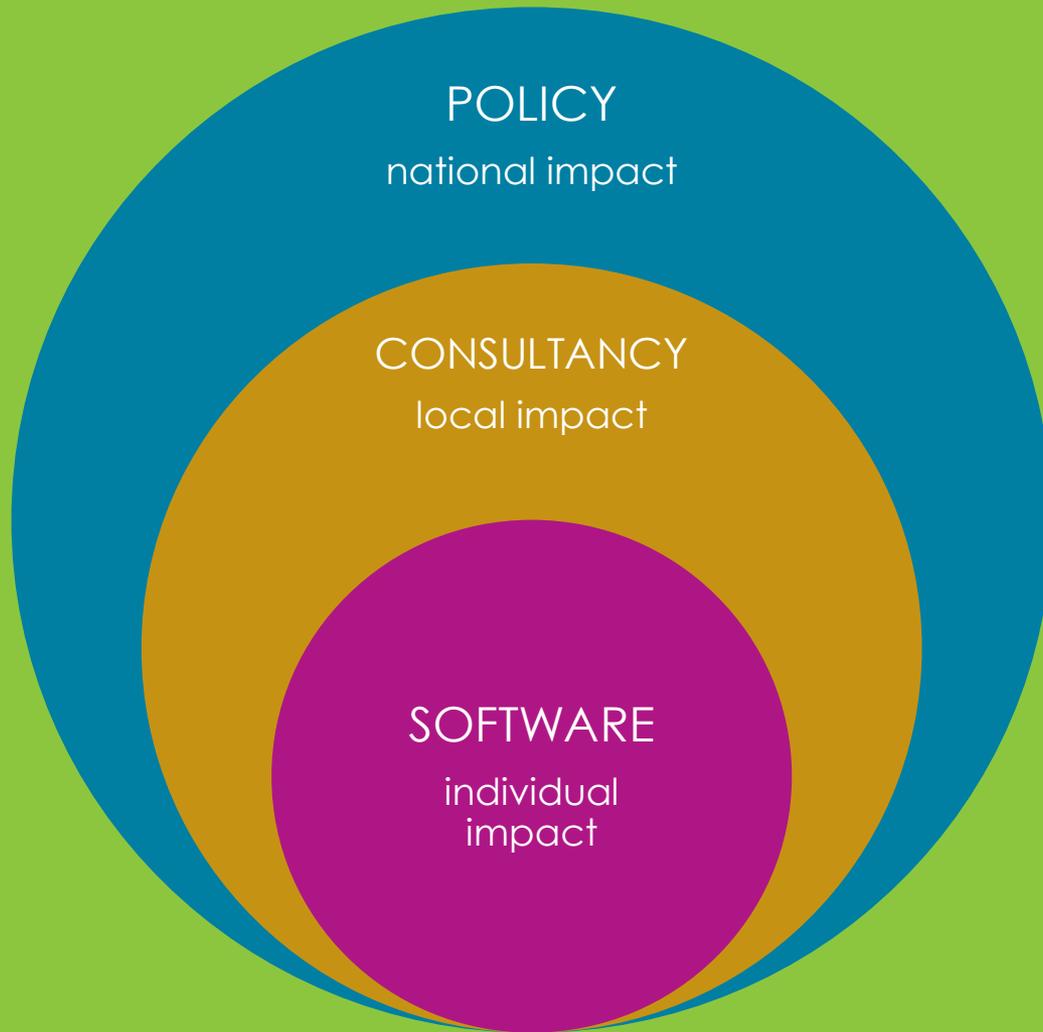
Deven Ghelani was a member of the team at Centre for Social Justice who developed Universal Credit and, when the policy was adopted by government, he left to set up Policy in Practice. He was keen to ensure that the policy intent was actually put into practice.

Policy in Practice has facilitated conversations between leading local authorities and the Prime Minister's office to ensure frontline feedback about welfare reform policy has been heard.

We also help local organisations to understand the aggregate and cumulative impact of welfare reform changes on their customers so that they can accurately target support programmes.

And finally, to close the loop, the software that Policy in Practice has developed simplifies the conversations that frontline advisors can have with customers by clearly showing what benefits they can get under the current system and when they move to Universal Credit, comparing the two side-by-side using data visualisation.





How we can help you

Smart analysis

We use your SHBE data and our software to create rich insights showing how individual households in your area are affected by cumulative and aggregate welfare reforms.

This allows you to:

- inform tough decisions
- allocate scarce support budgets
- explain the real picture to Cabinet Members
- plan now to mitigate against negative impacts on individual households

Powerful software

Our Universal Benefit Calculator is fast, accurate and simple to use. It compares the current system and Universal Credit side-by-side. Advisors don't need to be policy experts to explain the welfare system and what the changes will mean.

This allows you to:

- simplify frontline conversations
- explain complex changes using visuals and colour
- support all advisors using information they can trust
- help people make decisions that are right for them



Contact us

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