

# Low Income Family Tracker (LIFT)

## What the service is

The LIFT platform is intelligent data analytics software that helps local authorities to maximise resident's income and reduce their costs. It combines our benefits policy engine with administrative datasets to target welfare support services. Councils can analyse, identify, engage and track financially vulnerable households to drive change. LIFT is useful to teams across counties, districts, and devolved governments.

## Service features

- Combine datasets for a single view on low income households
- Identify and engage households in poverty (income, food, fuel, ...)
- Get data-led evidence of the impact support interventions are having
- Get up-to-date insights via monthly automated data refreshes
- Analyse your data to understand the impact of welfare reforms
- Use filters to model how groups are affected by policies
- Proactively model the impact of future policies on defined groups
- Integrate with the Better Off Calculator to improve support conversations
- Use the integrated communication features to send benefit take-up campaigns
- Download and export the underlying datasets for offline analysis
- Make payments directly to residents in the form of vouchers and goods
- Analyse wider datasets such as those on households with a Council Tax liability, adult social care debt, or information from Credit Reference Agencies

## Service benefits

- Maximise income and avoid costs by preventing vulnerability earlier
- Quickly identify and get insights on which households need support
- Understand and improve residents' financial resilience and reduce poverty gaps
- Identify households in poverty now and in the future
- Reduce problem debt, evictions, homelessness, food and fuel poverty
- Increase income from benefits and other support like social tariffs
- Get independent data-led evidence support needs via external third-party experts
- Improve return on investment from support campaigns with better targeting
- Improve demand management and financial stability through data-driven decisions
- Evidence the impact of your service and improve service design
- Identify who may not be on benefits but may be struggling
- Get support out to residents quickly and directly in the form of payments and goods

## Data backup and business continuity

LIFT data is stored on Amazon RDS, a fault-tolerant, multiply-redundant database store with high availability and failover. A snapshot of the database is taken automatically each day and backups kept for three days. Additionally, backups are taken immediately before major database migrations. If issues occur we can restore from backup within minutes.

The data-visualisation frontend is also hosted on the eu-west-2 AWS region and is regularly backed up. The entire system can be rebuilt and redeployed within ten minutes and there are runbooks for outages, potential data breaches and deployment failures.

We have a comprehensive Business Continuity and Disaster Recovery Plan with identified actions, personnel and resources to rebuild and restart each of our services and each of the resources in the plan has further redundancy.

## Onboarding and offboarding

Our technical analyst will work with your technical staff to set up automated, secure submission of new data from your systems to ours, via an SFTP portal. Once this is in place our service will update the dashboard data on a monthly basis to ensure that you can work from up-to-date household information and target support to those who need it.

Data is processed through our policy engine which recreates the entitlement calculations across the entire benefits system, including Universal Credit, Tax Credits and Pension Credits, for example. A reconciliation process is run to ensure that data is translated correctly and information is represented accurately in LIFT. Our analysts will work with your designated officers to identify any inconsistencies and work to resolve errors ready for initial publication.

Full training is provided on the use of the system. Our Client Services Managers will work with senior officers to set up kick-off meetings, identify key objectives and priorities that may be aligned to your strategic plan, and design effective intervention campaigns that deliver value to both citizens and the council. Additional focus sessions will be provided to review and refocus objectives where necessary. Full training to all teams is provided and refresher sessions can be arranged which is included in the cost.

If a contract is not renewed normal practice is to keep data for no longer than one year following the end of the contract. We will also delete some or all data on request. User logins will be revoked at the termination date.

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## Pricing overview

As stated in the main G-Cloud 15 form, the service cost ranges from £9,995 to £200,000 per year.

## Service constraints such as maintenance windows and customisation levels

Planned maintenance downtime of the service will be scheduled outside business hours where possible and notified in advance to the client. Typically, the service requires less than one hour of planned downtime each month.

## Ordering and invoicing process

1. Contact us to speak to a sales adviser to discuss your requirements
2. The sales adviser will issue a sales order form describing the service you have agreed to purchase
3. Upon receipt of the signed sales order form we issue an invoice on 30 day terms, and begin onboarding
4. Invoices must be paid within 30 days

## How to end a contract

By default the contract is auto renewed on an annual or multi-year basis with a 30 day notice period. To end a contract, the client must notify us via written confirmation prior to the notice period of the contract renewal.

## Ongoing support

We offer individual support for clients and client users by email, phone and in-app web chat. We also run free, live monthly webinars and email registered users when we update the LIFT Platform functionality and add new features.

Our support response times are:

- Email support: within one hour during business hours
- Phone support: available 9 am to 5 pm Monday to Friday, except bank holidays
- In-app web chat support: available 9 am to 5 pm Monday to Friday, excluding bank holidays

## Technical requirements

The LIFT platform is a web-based service that requires only a web browser. It supports Chrome, Firefox, Safari, Edge and Opera. Given that it is a tool for querying, summarising, and filtering large quantities of geographically distributed, complex data, it is more suited for use through a desktop browser than a mobile one, although it can be used on both.

