

Institution: London School of Economics and Political Science

Unit of Assessment: 22: Social Work and Social Policy

a. Context

The Unit has a long history of engagement with policy makers and a wide range of users, as well as successful impact of different types. Our research involves and targets user groups, beneficiaries and audiences at all levels: **international and supra-national** (including the European Commission (EC) and Union (EU), IMF, World Bank (WB), OECD, World Health Organisation (WHO), and overseas governments); **national** (government departments including Work and Pensions (DWP), Environment and Climate Change (DECC), Health (DH) and Home Office (HO), Parliament, and bodies such as the Equalities and Human Rights Commission (EHRC), National Audit Office (NAO), Office for National Statistics (ONS), think tanks, professional associations and NGOs); and **local** (e.g. local authorities, NHS trusts, community groups in the UK and overseas). All the Unit's six research groups (Development, Disadvantage, Health & Social Care, Criminal Justice, Population, and Families & Children) have conducted research with significant impact in varying ways. By way of illustration:

Influencing legislation and policy: In the field of Disadvantage, the Unit's work included contributions to the Pensions Commission (resulting in the 2007 and 2008 Pensions Acts), the DWP Pensions Client Board (overseeing implementation), and the development of an Equality Measurement Framework for the Equalities Review, subsequently adopted by the EHRC for its first triennial review (2010). In the Health and Social Care area we would highlight the Unit's work on long-term care funding policy and the national strategies for dementia and mental health (see ICSs), and the health services research that led the UK Government to drop price competition in the NHS and also to fundamental reforms to prescription medicines coverage in Greece. In the area of Families and Children the Unit's work in the field of child protection led to an invitation to conduct an official review and to wide-ranging policy changes (see ICS), and the idea of the pupil premium, developed to include children from low-income families *and* looked after children, was taken forward and implemented by the Government.

Influencing the work of professions, others: In the Population field the ESRC-funded Modelling Ageing Populations to 2030 (MAP2030) influenced the actuarial profession and informed wider government policy in the areas of health, pensions, family and long-term care (see also *Health & Social Care*), and was endorsed by Andrew Dilnot, Chair of the Commission on Funding of Care and Support, who said 'Without the contribution of the researchers, [we] would have felt far less confident in making the recommendations that we did'.

Stimulating policy debate: In the Criminal Justice area the innovative 'Reading the Riots' study (see ICS) provoked widespread debate and led the Home Secretary to announce a review of police 'stop and search' practices; work with the Runnymede Trust led to discussions exploring prison social relations and race equality policies, and with the National Offender Management Service (NOMS)/Commission for Racial Equality (CRE) to research findings feeding into the Independent Advisory Group Race Review. **Developing new measures:** In the area of disadvantage, the independent review of fuel poverty for DECC led to the official measure of fuel poverty being changed as recommended (see ICS). **Capacity building:** In the Development field, research assisted capacity building of NGOs in Bangladesh, sex worker community organisations in India (to work more effectively with police, politicians, local clubs); and local churches and community-based organisations in Zimbabwe (to build 'HIV competence'). Research on Danish social housing led to the UK's National Communities Resource Centre (NCRC) being set up, providing training to over 5,000 community group members a year, with strong links to the Unit.

Improving public understanding, public engagement: Work by the Health and Social Care group contributed to public understanding in a number of areas, including: family care for older people (BBC *Living Longer*); the likely costs of supporting people with mental and physical care needs (Radio 4 *You and Yours*) and dementia (*Today*); and on antibiotics (*Time* magazine and CNN). In addition, an interactive 'Care Calculator' was developed for the BBC website. *Reading the Riots* had a significant media presence, including two BBC *Newsnight* 'specials' and a verbatim drama (see ICS).

b. Approach to impact

The Unit places high importance on public engagement as well as scholarly research. The overall approach of the Unit, across all research groups, involves: (i) ensuring high quality research is conducted to maximise potential for impact; (ii) significant involvement with users throughout the research process (e.g. participation in high level committees, evidence to select committees/advisory groups, active dissemination via meetings with and presentations to government, professionals and third sector organisations), and (iii) broader long-term public engagement, dissemination via public events, mainstream and specialist mass media, social media, and blogging, and continuous follow through to maintain engagement.

High quality research is supported through the availability of cutting-edge research training, the existence of cross-disciplinary research expertise, generous sabbatical leave (see REF5) the opportunity for flexible teaching commitments, and support for secondments. In particular, Research Centres provide an infrastructure of support staff, events, web-presence, out-reach activities and secondment opportunities.

User involvement is facilitated by LSE and the Unit's status as a forum for major public lectures, colloquia, workshops, conferences and seminars. Our Research Centres (Centre for Analysis of Social Exclusion (CASE), LSE Health and Social Care (LSEHSC) and others) have dedicated seminar series involving research users, as well as conferences (including (bilingual) e-conferences) and policy dialogues (e.g. via European Observatory). Further user involvement has been facilitated via funding from LSE's Higher Education Innovation Fund (HEIF) (over £700,000 was awarded to three research groups) supported activities that brought practitioners and researchers together to address key practice issues and associated evidence, and to run thematic seminars (e.g. at NCRC (see section a) and national social care conferences). It also supported development of on-line tools to allow users to undertake their own graphical analysis of inequality between groups. An active advisory group of carers and service providers assists with identifying health and social care research questions, reviewing proposals, research tools and outputs to ensure accessibility to non-academic readers. A social care research phone app is in development.

Broader public engagement is enabled via a range of activities, including extensive dissemination of research via reports, executive summaries for lay audiences, leaflets, newsletters, (upgraded) web presence and podcasts (e.g. on child protection). We place increasing emphasis on social media such as Twitter and research group blogs (e.g. LSEHSC) for knowledge exchange. LSE has an impact officer, and developments and experiences around knowledge exchange and impact are shared with the Unit. The press office supports dissemination, and the Unit has a strong presence in LSE policy, politics and impact blogs. Book and report launches are supported and promoted by the LSE's public events team, and appear as video and audio podcasts. LSE Research Online, the institutional repository for research outputs is utilised. One measure of success is that there have been over 1,000 mentions of the Unit in the press and over 800 references to the work of individual members (2008-12). Examples of our approach include:

Disadvantage: High level committee members included Hills on the Pensions Commission and DWP Pensions Client Board; and Power on the DECC Green Deal Panel. Glennerster was specialist adviser to the House of Lords Select Committee on Public Services and Demographic Change. Evidence was given to the Public Accounts, Work and Pensions, and Communities and Local Government Select Committees; and to official consultations (e.g. on child poverty measurement and benefit take-up statistics). Long-term engagement with policy officials and analysts led to exchange of knowledge and development of theoretical ideas (e.g. with the Equalities Review, EHRC and Government Equalities Office). Active dissemination included seminars with users (e.g. CASE Welfare Policy and Analysis Seminar series (with and sponsored by DWP)); briefing meetings (e.g. with the Prime Minister, Chancellor of the Exchequer, Cabinet Ministers; senior civil servants; ONS). Engagement with EU Commissioners and EC officials (GINI project, see REF5) led to presentations at the European Parliament and to the EC; policy briefs and policy papers were prepared for DG Employment in relation to their 2020 targets. Presentations were made to annual practitioner conferences of the National Housing Federation, Chartered Institute of Housing, Institution of Civil Engineers, National Energy Action and Child

Poverty Action Group.

Health & Social Care: LSE Health and Social Care was awarded Queen's Anniversary Prize in 2009 for Higher and Further Education for 'applying research to the advancement of global health and social care policy'. Mossialos chaired the EU/IMF/ECB/Greek Government Task Force on reforming the Greek NHS, with recommendations leading to reforms in health insurance, primary care and pharmaceutical pricing. Glennerster and Knapp were members of the Advisory Committee on Resource Allocation for the Secretary of State for Health. Knapp was specialist adviser to the House of Lords European Committee; Fernandez specialist adviser to the House of Commons Health Committee; and McGuire adviser to the NAO on stroke, and member of the NICE Guidance Committee for Treatment of Diabetes. Evidence was given to the Health and European Select Committees and Lords Committee on Public Services and Demography, on long-term care, mental health, unpaid care, free personal care, and housing assets (with *Population*). High level dissemination also took place (e.g. to Czech Republic ministers on sustainable long-term care systems and psychiatric hospital closure). Presentations on the financial crisis and health system financial sustainability were given to the EU Social Protection Committee and 2013 WHO Ministerial Conference; and the Swedish Government conference and European Parliament policy seminar on antibiotic development (see ICS).

Criminal Justice: High level committee members included Newburn on the Science Advisory Council and Science Strategy Board of the HO and HMIC 'stop and search' inquiry; Phillips on the Independent Advisory Group on NOMS/CRE Race Review and NOMS Equalities Advisory Group; and Shiner on the Advisory Council on Misuse of Drugs polysubstance working group. Newburn gave evidence to the Home Affairs Select Committee on 'Reading the Riots' (see ICS). There was active dissemination to user groups on procedural justice and legitimacy (Jackson), with briefs provided to the Stevens' Independent Commission on the future of policing; and presentations to user groups including the HO, Eurostat and EC.

Families & Children: Following her review of child protection (see ICS), Munro was appointed to the College of Social Work, England and as advisor to the Royal Commission of Inquiry into Child Protection, Australia. She gave evidence to parliamentary committees (Education; House of Lords Committee on Adoption Legislation) and was UN Rapporteur on Human Rights. West gave evidence (on school admissions and equity) to the Education Committee and Academies Commission. There were briefings and presentations to politicians, civil servants, professional groups (e.g. teachers, social workers, psychiatrists), and think tanks on: child protection (Munro); education policy (Exley, West); and family policy (Lewis, J.). There was involvement with users via workshops with Local Safeguarding Children Boards; and meetings with DfE and campaigning groups (e.g. Comprehensive Future) on attitudes to school choice (Exley).

Development: Lewis, D. was a member of the British Organisation of NGOs in Development advisory group on regulation; and contributor to the Parliamentary Human Rights Group / International Bangladesh Foundation. He was a member of the UK Collaborative on Development Sciences delegation to Bangladesh and worked with local policy makers/researchers on a research framework to underpin government plans for climate change. Hall was a member of the WB advisory group of the G7 pilot programme to conserve Brazilian rainforests.

Population: Murphy was a member of the Mortality Research Working Group of the Board for Actuarial Standards and the BSPS/ONS Expert Advisory Panel for National Population Projections. He presented findings of the MAP2030 project to the International Longevity Centre, the Association of Consulting Actuaries; an Experts' Seminar on Ageing and Long-Term Care Needs, the Chair of the All-Party Parliamentary Local Government Group Enquiry into services for older people. Coast's work on the concept of the household led to her participation in a WB meeting, and workshops with the French national statistical agency and the ONS. As a result of her work, Leone led a sub-group of the international, multi-agency working group Countdown to 2015, which succeeded in including abortion as a policy indicator of progress toward the Millennium Development Goals.

c. Strategy and plans

Impact template (REF3a)

Across all research groups our goal first, and foremost, is to ensure that high quality research is carried out so maximising the potential for impact.

Key issues: We will highlight key issues across our groups relating to: poverty and inequality in relation to welfare state restructuring; ageing populations; costs and funding of long-term care, including dementia; reforms of health care systems and pharmaceutical costs; criminal justice, particularly as regards minorities and inequalities; relationship between families, children and the state; and the evidence base for social development policy. Our approaches to impact (see section b) will be sustained and developed.

User involvement and engagement: Users will continue to be involved in different ways, from as early as possible in the research process, and contacts and networks increased. User engagement and dissemination will be sustained and enhanced (e.g. CASE and LSEHSC seminars). A priority area is the LSEHSC and NHS Confederation seminar series involving the transfer of policy knowledge from Europe to England. Dissemination will be enhanced by greater use of open access reports and lay summaries. New web-sites will be developed (e.g. for a patient research network). Public events, professional conferences and workshops to exchange knowledge will continue. Collaborative work on communicating findings to users will be further developed with user groups; and use of social media (blogs, Twitter, videos, webinars, apps) and policy magazines (Eurohealth, EuroObserver) extended. Capacity building activities targeting stakeholders (e.g. regulators, professionals, commissioners) will be increased. Two-way secondments between government departments, local authorities, third sector groups and the Unit will be further encouraged. A new LSE-funded study is seeking to understand the value of 'knowledge' of different types to potential research users as a platform for training researchers.

Mechanisms to support impact: Toolkits for achieving impact will continue to be developed and reach extended via knowledge brokers, intermediaries, think tanks, service users, practitioners and third sector groups. A matrix of knowledge exchange methods, developed with HEIF funding, will be expanded to help train researchers, identifying appropriate exchange methods for individual projects, laying down pathways to impact, and deciding how to implement and resource them. The remit of the Unit's research committee will be extended to oversee engagement and impact strategies and to integrate and build on innovations developed in Research Centres and elsewhere to maximise impact. LSE is increasing support for the core activities of research centres to facilitate further and improved impact-related activity. It will also be awarding further HEIF bid-fund grants (£100-£300,000) to support research that is likely to have measurable impact.

d. Relationship to case studies

Engagements with stakeholders detailed above were instrumental in the achievement of impact, allied with the Unit's strong reputation for high quality research. Support offered by Research Centre infrastructure has also facilitated the achievement of impact. In relation to the financing of long-term social care, and mental health policy and practice (see ICSs), there are longstanding links with the DH, ensuring that findings are fed directly into the policy making process. Long-established links through research on fuel poverty measurement (for DECC's predecessor) and involvement on DECC's Green Deal advisory committee preceded current work on fuel poverty (see ICS) as did previous active engagement with senior officials in related areas. Impact relating to antibiotics (see ICS) was achieved via a different mechanism, with Swedish Ministry officials discovering work of the Unit independently. The work of the Unit was known as a result of an earlier presentation to Swedish officials and involvement with the European Observatory on Health Systems and Policies. In relation to child protection (see ICS) an LSE conference was organised at which Munro critiqued the then Government's children's policy; this was attended by a range of stakeholders (policy makers, third sector groups, academics). Munro was subsequently contacted by all main political parties to whom briefings were given and networks established. In relation to the riots (see ICS), research carried out by the Unit led *The Guardian* to invite Newburn to undertake a joint research study. This innovative project resulted in enhanced public understanding of the riots via the media, with policy impact ensuing.