

Understanding unclaimed benefits



Steven Hughes

Citizens Advice SORT

Steve has worked in the Citizens Advice services since 2012 and has held several executive and non-executive roles in the service over that time. Now, he's the Chief Operating Officer of the largest group of local Citizens Advice in England, is a trustee of the national Citizens Advice charity, and is a leading voice on the issues affecting families across Greater Manchester.

Alongside his roles in the Citizens Advice service, Steve is the Cabinet Member in a Lancashire authority providing political leadership on housing, homelessness and customer services. He's the Chair of Sector 3 in Stockport and has previously held similar roles in the charity and education sectors.

In addition to the above, Steve is a campaigner against HIV stigma and discrimination, volunteering with the Terrence Higgins Trust, sharing his personal journey following a diagnosis of HIV in 2016.



Liverpool City region.

Citizens Advice SORT Group

The Citizens Advice service across Stockport, Oldham, Rochdale and Trafford provides information, advice and caseworker support services online, over the phone and in person to over 45,000 local people every year.

Citizens Advice is routed in community locations providing in-person advice in nearly 30 locations across the four local authority areas, along with specialist housing casework and legal representation in areas across the



Alex Clegg – [Presentation slides](#)

Policy in Practice

Alex Clegg is a Senior Policy and Data Analyst at Policy in Practice. He joined the policy-led data analytics company in February 2021 after completing a master's degree in Comparative Social Policy at the University of Oxford.

Alex's work at Policy in Practice focuses on using council's administrative data to drive benefit take-up and grow the financial resilience of low-income households. He leads Policy in Practice's work on Council Tax Reduction scheme modelling for English local authorities. He led a project that used data to track the outcomes for low-income Londoners for Trust for London and is currently evaluating Local Welfare Assistance for the Greater London Authority.