

Revealing Reality: Supplier Profile

SUPPORTING LOCAL GOVERNMENT TO MAKE CHANGE HAPPEN

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Working to support local service providers and residents across the UK

Revealing Reality (formerly ESRO) has been working in partnership with Local Authorities and other local service providers to facilitate change processes for over 10 years. We have a team of 30 people (supplemented by a number of additional associates and subject matter experts) who work in project teams to deliver bespoke support packages.

Using ethnographic and systems research to drive change

Founded by anthropologists, we have expertise in ethnography & in-context research to really understand the needs and experiences of local people. These behavioural and cultural research skills are complemented by other research skills, including an experienced quantitative and data analysis team, a film production unit and innovation team.

Facilitating collaboration and bring people together

We understand the importance (and sometimes difficulty) of getting a wide range of local organisations, each with their own priorities and boundaries, to work together. We regularly design processes that bring people together in different ways – helping to have different kinds of conversations to motivate change or stimulate new ways of thinking. We have a lot of experience of bringing in local residents into these conversations, and have a number of tools that can be flexibly deployed to ensure real people are put at the heart of service re-design.

Specialism in ‘hard to reach’ audiences and complex subject matter

Working in partnership with local authorities means we have developed a specialism in engaging ‘hard to reach’ audiences. Over the last year we engaged illegal and undocumented migrants, young gang members, young carers, socially isolated older people, care leavers, adoptive parents, families at the edge of care and a whole range of BAME groups (e.g. Bengali, Indian, Pakistani, Tamil, Black African, Black Caribbean, Gypsy & Traveller groups).

Training and skills transfer

We recognise how lucky we are to get to work with a whole range of different teams up and down the country, as we are constantly learning new approaches and collaboratively identifying ways to solve problems. We believe passionately in the importance of skills transfer, and are willing to invest in the development and training of those with whom we work, to share our knowledge and expertise.

Wider influence and change

At Revealing Reality, we have a strong reputation for thought leadership and an ability to influence policy-making at the highest levels. We regularly publish our work and have had input on policy areas as diverse as welfare reform, adoption, and regulation around high cost credit and consumer vulnerability.

SPECIFIC SUBJECT EXPERIENCE & EXPERTISE	
<ul style="list-style-type: none">■ Family and children’s services■ LAC, fostering and adoption■ Dementia services■ Mental health services■ Migrant populations■ Gangs / anti-social behaviour / criminal justice■ Long-term unemployment / routes to work■ Wellbeing, resilience & mental health■ Health	<ul style="list-style-type: none">■ Digital inclusion■ Community assets■ Community budgets■ Co-operative / community schemes■ Enterprise and entrepreneurs■ Early intervention■ Welfare reform and advice services■ Information provision■ Customer services