

Name of your Organisation:	Access Social Care
Name of the project TFN funded:	Joanne Williams
Date Funded by TFN:	27/01/2021
Were you able to undertake your project as planned?	Yes
If no, please outline how the project has changed.	
Can you describe and/or demonstrate the specific impact that TFN funding has had against your initial objectives?	Co-production - Without the ability to engage with potential users and with diverse groups of stakeholders, we could not develop the chatbot effectively. We conducted research with: - People with social care needs, focusing on their experience of social care, and testing the user experience / user interface of our wireframe - Family carers on advice needs and co-designing our letter completion feature - Generalist advisers and care managers from our member organisations on developing our hand off and the referral pathways to human advice - Specialist social care advisers on the requirements of the hand off - Social workers on the impact of the letters the chatbot will produce - Community workers on accessibility issues. - The design of our product and our future strategic plans for the chatbot have very much been informed by our learning from the work we did with these groups. We co-designed our provision for family carers and our letter completion feature through the research we undertook, as well as gaining an understanding of what different groups would need from a hand off to a human advice service once they have used our chatbot. Engagement and digital exclusion - In addition, the user research we have conducted has in itself helped build relationships with people who can introduce our chatbot to members of their community who are otherwise digitally excluded. This experience has led to the development of our "chatbot rights champions" project which will see us roll out legal training and training on using the chatbot to peer champions in communities who might not otherwise access our advice or services. This will be piloted in our place-based hubs in Croydon and Gloucestershire in the current financial year and we will take the learning from this to further

	develop our chatbot and to roll out a programme of legal empowerment using our chatbot. We also trained social prescribers in our place-based hub in Croydon to use and promote our chatbot with their clients who need social care. Learning from this piece of work led us to set up a clinic with volunteer lawyers to support people who are digitally excluded to access the service. This will be piloted with this group of social prescribers and then rolled out to other relevant organisations in our place-based hubs. Changes to project - We needed to ensure that our chatbot met the needs of Black, Asian and minority ethnic groups who had social care needs, and we partnered with Black and Asian led organisations in Gloucestershire and Croydon to support this work. We were advised that in some cases remote interviews and workshops using video and conference calling facilities would be unsuitable for some participants and were advised that face to face workshops would be needed in order to accomplish genuine co-production. Due to Covid-19 these sessions have been delayed and we hope to meet face to face with these groups in the coming financial year.
What portion of the project did TFN fund?	35%
How many direct beneficiaries did the TFN funded project reach?	Our chatbot has hosted around 100 conversations per month since its launch. Because we are in a development phase which will deliver a key feature (our letter completion service) we have held off promoting or formally launching the bot widely. Instead we have focused on our existing partners and learning from their experience using the chatbot in their work.
How many indirect beneficiaries did the TFN funded project reach?	1200
Were you able to leverage further funding as a result of TFN support?	Yes
If yes, how much were you able to raise?	One of the TFN funders set up a monthly £10/month donation to the charity

TFN Impact Report

Did you receive any pro-bono support, volunteer offers or introductions as a result of the event?	Yes
If yes, please can you provide details of the support you received?	We were offered non financial support from LSE volunteering service, and some of the funders were asked to be added to our mailing list. We communicate with our Stakeholders twice yearly.
Has the training you received from TFN better prepared you in pitching your organisation to potential funders?	Yes
Has TFN increased your capacity to raise further funds?	Yes
How important was TFN funding in helping you achieve your objectives?	We would have found it difficult to achieve our objectives without TFN funding
Since presenting at TFN, has your organisation undergone any other significant changes?	We have grown significantly - Our team has grown by a third since presenting at TFN and despite the challenges that have come with the pandemic we are going from strength to strength. We launched our London/SE hub, grew our hub in Gloucestershire, took on new paying members and began scoping for a new hub in the North of England for 2022.
Do you have any other comments or feedback on the experience of the TFN process?	I can honestly say that the TFN event was the most fun and well run 'online' event that I have attended during the pandemic. I really wondered how you would be able to replicate the atmosphere of a crowdfunding event, but it was done so well and still so exciting, pitching and watching the funds rise. The whole process with TFN was helpful and guided beautiful. We felt very supported. we of course rely on donations to do the work we do and cannot thank TFN and our sponsor, Suparna enough for the opportunity to raise such a significant amount of money. Thank you!