

Access Social Care

ACO Conference

Kari Gerstheimer (CEO)
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Three quarters of social care directors across English councils say they 'aren't confident' about being able to fully offer the minimum social care support in their communities required by law



Research



**A dramatic rise in demand
for social care advice**

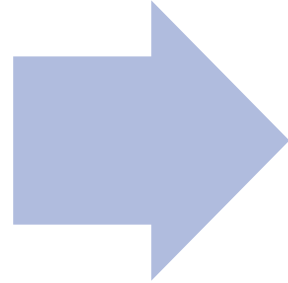
**There has been a
staggering 77% drop in the
number of legal aid
community care cases
taken on since 2010**

**Without access to justice,
the right to social care
might as well not exist**



Membership

2018



2023



Providing opportunity: promoting change




Growing need for support

Empower	Legal capability training
	Legal education training
	Online training/resources
Enforce	Legal advice and casework
	Pro-bono clinics
	Barristers panel
Challenge	Data analysis and insight
	Strategic casework
	Strategic consultancy
	Influencing

Legal
Support
Service



asc access
social care



Hello, I'm Alice!

I can get you the social care support that is right for you.

I'm a robot, not a human, but will help you as best I can.

[Get started](#)

Purpose

- Helps advice seekers with relevant, accurate, timely advice
- Guides user to information, guidance or a legal letter that can be personalised

Value

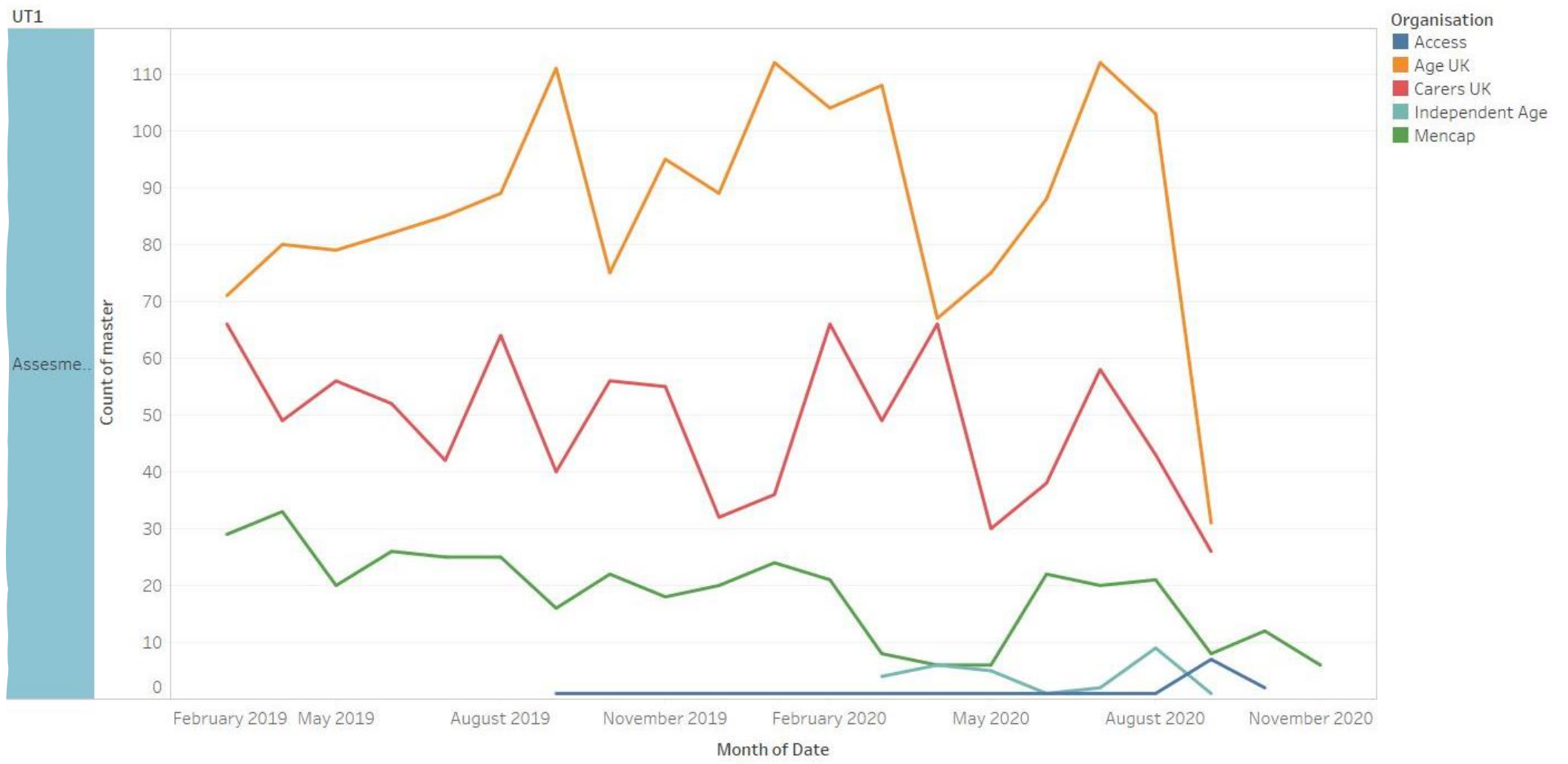
- helps generalist organisations to provide more specialist advice to more people in an affordable way
- Maximises use of humans by automating early advice
- Gathers data to inform service development and policy work

Benefit

- Analytics reports
- Reduced pressure on frontline staff
- Extensive health and social care content with over 150 letters

Chatbot data:

Assessment concerns
All members



Chatbot users tell us...

Relief that a tool like this exists which can help those struggling to get the help they need

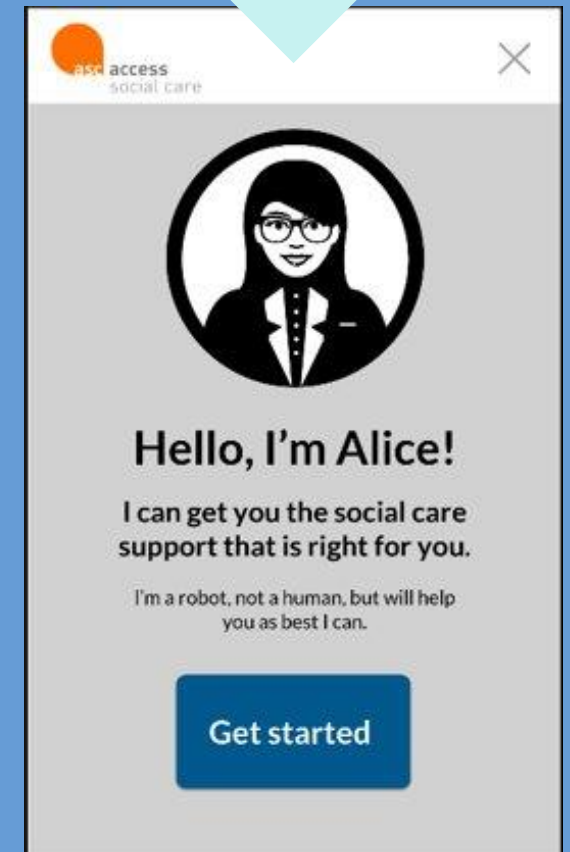
Great additional tool to help social care/mental health advocates in their role

Use of my chosen name is very good - feels personalised. Stepping through the questions feels clear and easy

Very good the way the information appears bit by bit in the chatbot screen, gives time to absorb the info

A powerful tool which is easily accessible

[Meet Alice](#)



Working in a place based way in Gloucestershire



- Partnership with Barnwood Trust
- Legal knowledge and capability
- Secondees using the chatbot
- Qualitative and quantitative data
- Collaboration with the public body to drive system change

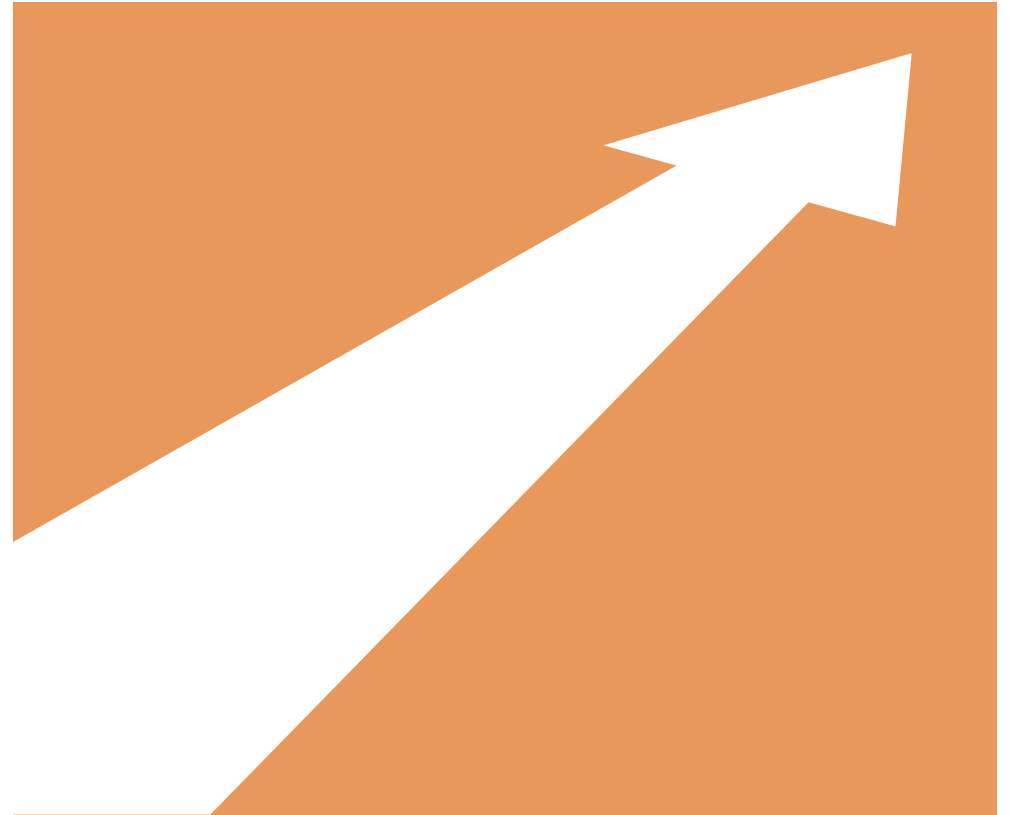
Helping employees



- There are 3.7 million working carers: about 9% of the total UK workforce.
- 54% of working carers are considering giving up or reducing paid work because of caring responsibilities.
- Caring is a feminist issue – 80% of carers identify as female.

What does the future hold?

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- Different types of content –welfare benefits, housing, mental health?
 - Working with public bodies to improve first instance decision making
 - Live chat?
 - Improved use of Ai?



A pair of hands holds a white sign with the text "We need YOU!" written in a dark blue, sans-serif font. The sign is held against a bright blue sky with scattered white clouds. The hands are positioned on the left and right sides of the sign, with fingers gripping the edges. The sign has a slightly curved top edge.

We need
YOU!

Contact

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