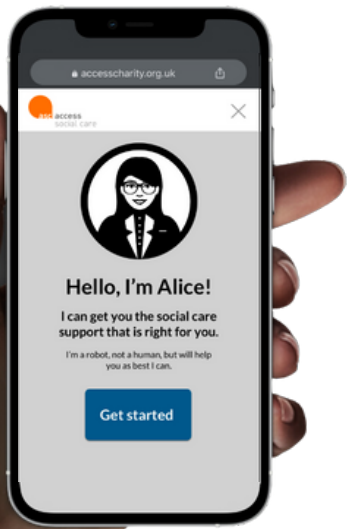


Samina works for a voluntary organisation. She had been trying tirelessly for over six months to arrange a needs assessment for a service user, to help their local authority gain a full picture of their care and support needs. Our 24/7 free independent legal guidance chatbot pilot service enabled Samina to create a bespoke legal letter to address the problem. After sending the letter to the local authority, Samina was contacted on the same day to arrange a needs assessment for the service user.



**Access Social Care supports communities to increase knowledge of the law and rights, providing free legal advice and information for people with social care needs to achieve a better quality of life.**

To meet growing demand for free legal support, we have developed an award winning chatbot to provide 24/7 independent legal support and guidance to people across England.

## The legal chatbot:

Helps adults, families & carers who need social care support

Takes the user through their situation

Provides information or a letter to help resolve social care problems

Prioritises a person-centred approach

Uses AI technology to learn from chatbot conversations

Covers law in England

Requests minimal personal information - deleted up to 30 days

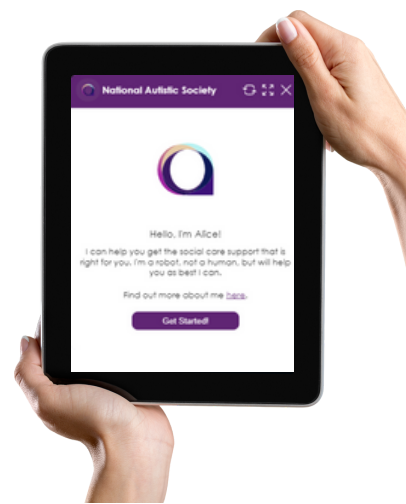
Offers legal information & guidance written & reviewed by lawyers

## Our pilot programme

Our chatbot pilot programme gives our partners' service users and communities easy access to the free legal chatbot service. We have limited capacity for more organisations to join our ground-breaking pilot programme, benefiting from:

- 24/7 free independent legal support and guidance for service users
- Analytics reports to inform strategic planning
- Exclusive access to host a branded version of the chatbot
- Reduced pressure on helplines and frontline staff
- Discounted licence fee and ability to shape future product

**[Click here to view our chatbot and find out more.](#)**



## Helpful information about the legal chatbot pilot service

<b>Support</b>	<ul style="list-style-type: none"> <li>• Dedicated chatbot team available to support each pilot partner</li> <li>• Easy feature access, testing and feedback processes</li> </ul>
<b>Customisation</b>	<ul style="list-style-type: none"> <li>• Optional branding</li> </ul>
<b>Onboarding</b>	<ul style="list-style-type: none"> <li>• Installed on the pilot partner website</li> <li>• Initial testing prior to 'Go Live Date'</li> <li>• 2-month development period prior to 'Go Live Date'</li> </ul>
<b>Development</b>	<ul style="list-style-type: none"> <li>• Workshops and user testing sessions inform development</li> <li>• 'Sprints' used to deliver focussed development work</li> </ul>
<b>Content</b>	<ul style="list-style-type: none"> <li>• Covers the field of adult social care including carers' rights</li> <li>• Verified by qualified lawyers</li> <li>• Updated when law changes</li> <li>• Indicates when advice from a lawyer is needed</li> </ul>
<b>Data</b>	<ul style="list-style-type: none"> <li>• Service user engagement tracked</li> <li>• Monthly analytics report issued covering total and completed chatbot user conversations, local authorities, categories (i.e. charging, assessments), time on chatbot, total and average message length</li> </ul>
<b>Personal Information</b>	<ul style="list-style-type: none"> <li>• Users' first name and email address is requested – deleted up to 30 days</li> <li>• Shared only with our technical partner and where necessary to comply with requests from law enforcement and our legal obligations or for safeguarding purposes</li> </ul>
<b>Accessibility</b>	<ul style="list-style-type: none"> <li>• Easy read documents used to make information more accessible</li> <li>• Recite Me accessibility technology compatible on host website</li> </ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Designed to identify safeguarding issues and guide user to address these</li> <li>• Monitoring in place to review and identify safeguarding issues reported</li> </ul>
<b>Security and Performance</b>	<ul style="list-style-type: none"> <li>• Chatbot SaaS system is provided from Azure Cloud based architecture (there is little added pressure to the pilot partner's website's resources)</li> <li>• Pilot partner data is secured in a mature managed architecture with uptime SLAs monitored, full back-up, and by Disaster Recovery procedures</li> </ul>
<b>Licensing</b>	<ul style="list-style-type: none"> <li>• Discounted pilot licence fee</li> <li>• Licence fee based on pilot partner service reach</li> <li>• Optional licence agreement timeframes</li> </ul>
<b>Pilot Partners</b>	<ul style="list-style-type: none"> <li>• Pilot partner organisations currently engaged across England</li> <li>• Seeking varied range of organisations (purpose, size, location)</li> </ul>

For more information about the chatbot pilot programme, please email  
Ailee Towns, Head of Business Development: [ailee.towns@accesscharity.org.uk](mailto:ailee.towns@accesscharity.org.uk)