A TESSA Tools Case Study: Future Families

From Zero Governance to Statutory Compliance. In Under 12 Weeks.

How an organisation of 153 fostering professionals successfully integrated AI—ethically, safely, and with confidence.

The Goal: Safe, governed rollout of Microsoft Copilot.

The Partner: TESSA Tools.

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The Starting Line: Complex Work, Fragmented Knowledge

Future Families (Midlands Fostering Agency)

- **Scale:** 153 personnel (120 frontline staff, 30 managers, 3 directors).

- **Objective:** Deploy Microsoft Copilot organization-wide to reduce the administrative load of casework.

- **The Catch:** Fostering and adoption involves highly sensitive casework requiring absolute data ethics and legal precision.

Mixed AI Literacy: 40% of staff were already using consumer AI (mostly ChatGPT) in their personal lives; 60% were complete beginners.

High Risk: No existing AI governance policy or statutory framework to protect practitioner outputs or client data.

Generic Training Fails: Standard IT tutorials do not address the severe legal nuances, ethical considerations, and safeguarding requirements of social care.

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The **TESSA Architecture:** Governance Before Deployment

The TESSA Advantage: Establishing the statutory rules and ethical boundaries before granting access to the tools.

1. Bespoke Governance

- Engineered a custom, statutory-compliant AI policy.
- Distilled the full policy into a 1-page daily summary for frontline reference.

2. Tailored Sector Training

- Half-day workshops exclusively built for fostering and adoption contexts.
- Tackled hallucination risks, accountability, and automation bias.

3. Practical Integration

- Guided Microsoft Copilot onboarding.
- Deployed a bespoke 24-prompt practitioner library for immediate, safe use.

4. Sustainable Ecosystem

- Trained 10 internal AI Champions for ongoing, localized support.
- Delivered neurodiverse (Rated 4.6/5) and colour-blind adapted (Rated 4.8/5) voiceover modules.

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The Impact: Safe, Efficient, and Sustainable

22 Minutes
Average time saved per AI-assisted case note.

71%
Staff actively and safely using Copilot within 4 weeks.

87%
Managers confident in supervising AI-assisted work.

"This was an eye opener about how AI works. It really helped me get to grips with the complexity of these systems and how they interact with practitioners. I think they had the right move training and setting up the governance before handing out the tool."

— Sara Davis, Director, Future Families

Why Social Care Leaders Choose TESSA Tools

✓ **Sector-Specific Expertise**
Delivered by qualified social workers and ethical AI doctoral researchers, not generic IT trainers.

✓ **Statutory Compliance Focus**
We protect your agency by establishing robust, sector-compliant governance before software rollout.

✓ **Sustainable Skill Building**
Our "Champion" models and inclusive training assets ensure long-term independence (19 new staff onboarded internally within 3 months).

✓ **Ethical First**
Deep dives into bias, confidentiality, and legal accountability tailored specifically for family services.

Ready to secure your AI strategy?

TESSA Tools is the leading ethical AI consultancy for social care across England.

Book a Discovery Call Today:

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