



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.



TIME SAVED

22

minutes saved
per case note

AI SKILLS

148%

knowledge
improvement

QUALITY

87%

manager confidence
in supervision

Time saved. AI capability raised. Quality standardised through governance and practical prompts.



A governance-first deployment changed how Future Families used Microsoft Copilot across casework, supervision and practitioner support.

TIME SAVED

22 Minutes

Average time saved per AI-assisted case note.

AI SKILLS

148%

Average knowledge improvement across all cohorts.

ADOPTION

71%

Staff actively and safely using Copilot within 4 weeks.

QUALITY CONTROL

87%

Managers confident in supervising AI-assisted work.

Future Families (Midlands Fostering Agency)

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

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

Standardisation levers: custom AI policy, 1-page daily summary and a bespoke 24-prompt practitioner library.

Result: safer Copilot use, reduced case-note administration and stronger supervision confidence.





Future Families (Midlands Fostering Agency)

- Scale: 153 personnel (120 frontline staff, 30 managers, 3 directors).
- Objective: Deploy Microsoft Copilot organisation-wide to reduce the administrative load of casework.
- The Catch: Fostering and adoption involve 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.

The design challenge: turn mixed confidence into standardised, governed practice without slowing frontline teams.



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

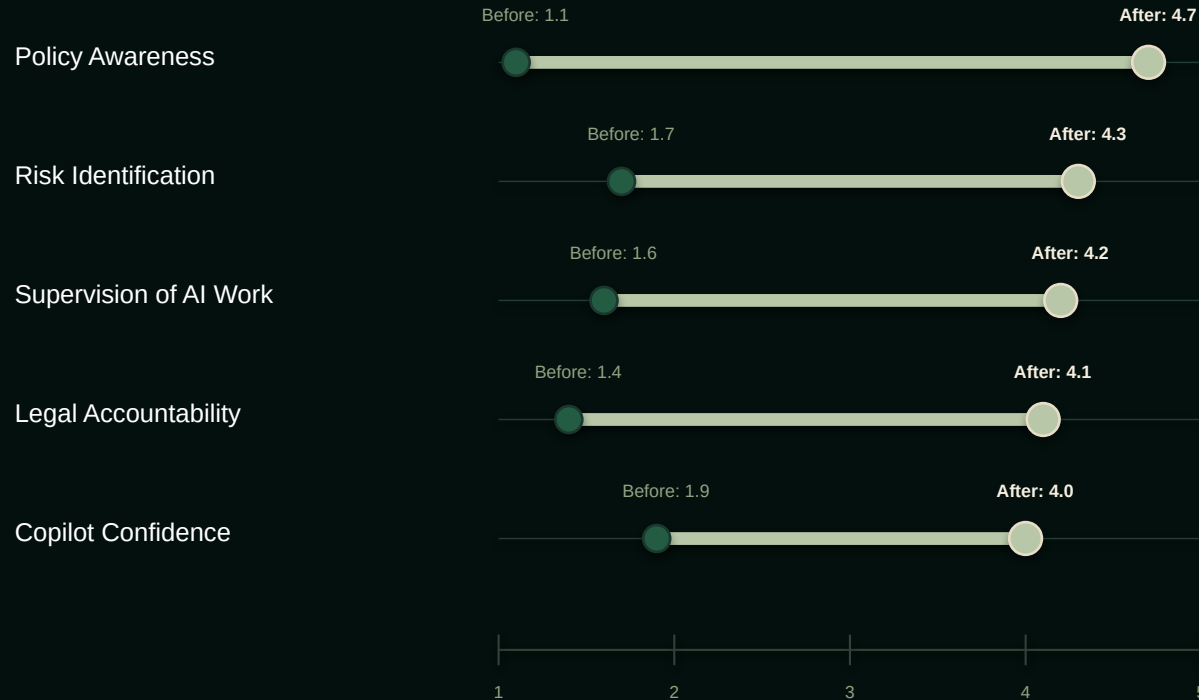
- Trained 10 internal AI Champions for ongoing, localised support.
- Delivered neurodiverse (Rated 4.6/5) and colour-blind adapted (Rated 4.8/5) voiceover modules.

The Knowledge Leap: Before and After Intervention

Scale: 1 (Novice) to 5 (Expert)



Increased AI skills across every measured capability



148%

Average Knowledge Improvement Across All Cohorts

Policy awareness, risk identification, supervision, legal accountability and Copilot confidence all moved into high-confidence territory.

"Before this training I genuinely did not know where the legal accountability sat when I used AI to draft a report. Now I do, and that has changed how I work every day."

Supervising Social Worker



The Impact: Safe, Efficient and Sustainable

Time returned to casework; safer practice reinforced through standardised prompts, policy and supervision.

TIME SAVED PER NOTE

22 Minutes

Average time saved per AI-assisted case note.

SAFE ADOPTION

71%

Staff actively and safely using Copilot within 4 weeks.

SUPERVISED QUALITY

87%

Managers confident in supervising AI-assisted work.

Quality standardised by:



AI policy



1-page frontline summary



24-prompt practitioner library



10 AI Champions

"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

1

Sector-Specific Expertise

Delivered by qualified social workers and ethical AI doctoral researchers, not generic IT trainers.

2

Statutory Compliance Focus

We protect your agency by establishing robust, sector-compliant governance before software rollout.

3

Sustainable Skill Building

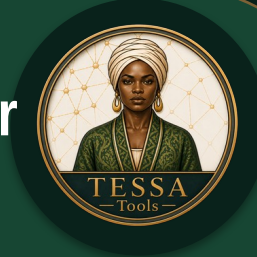
Our "Champion" models and inclusive training assets ensure long-term independence (19 new staff onboarded internally within 3 months).

4

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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0203 963 5377

Sector-specific expertise. Statutory compliance. Sustainable skill building. Ethical first.