

North East Social Tech Fund: Tech Supplier Open Call: ESCAPE

ESCAPE provide a specialist support service for families and carers of substance users in Northumberland. The organisation is looking for a better way to collect, control, access and share data. A budget of £10,000 is made available for a prototype, through support from the North East Social Tech Pilot Fund.

Charity Information

Name of Charity: ESCAPE Family Support

Registered Charity Number: 1063500

Pilot Fund Background Info

The purpose of the North East Social Tech Pilot Fund is to help charities and social enterprises in the North East and Tees Valley explore how challenges within their organisation can be addressed through digital technology and 'open innovation'. The pilot programme has provided Innovation Grants of up to £10,000 to each successful VCSE which will be used to commission a solution and digital prototype. In addition, all VCSEs receive dedicated hands on support from the Digital Catapult North East Tees Valley's expert Innovation Teams.

At the current stage, all VCSEs have identified and explored key challenges within their organisations which they wish to address through technology. These challenges have been outlined within the innovation calls. It is up to you; the creative, digital and tech SMEs, to come up with creative solutions to these problems and, if successful, develop a prototype or minimum viable product (MVP).

Charity Background Info

ESCAPE provide the only specialist support service for a wide range of families and carers of substance users in Northumberland. Family members and carers may include parents, grandparents, partners, siblings and children. Without ESCAPE's service, these beneficiaries are left isolated and unsupported.

ESCAPE deliver a range of services to the families and carers of substance users. Their service offer includes a 24/7 helpline, advice, information, advocacy, carer assessments, personalised care plans, 1-to-1 support, counselling, family therapy, and support groups.

ESCAPE's objectives are to:

- i) Provide support, counselling and mediation in order to relieve the distress of substance user to substance users and their families;
- ii) Advance the education and training of the community of Northumberland regarding problems resulting from substance use.

Summary of the Challenge

ESCAPE experience challenges relating to the collection of data, protecting this data and being able to share this data with relevant parties including families and support organisations.

They need a solution which empowers families and carers by giving them access to and control over information about family services interventions. The solution should deliver value to the family and be easy and desirable to use.

External services will each need to be able to access the solution in order to view relevant data. There should also be provision for workshops which past and present clients attend in order to obtain their attitudes on data privacy. Examples of services include:

National Probation Service, Community Mental Health Teams, Adult and Children's Social Services, Northumberland CVA, Northumberland CAB, and other Northumberland-based services (Northumberland Healthcare Trust and Northumbria Police) and national organisations (e.g. DWP).

Things to Consider

This is a challenge faced by many charitable organisations – if a solution can resolve the challenge for ESCAPE it is likely others may want to trial it as well. This could potentially help when trying to secure scale up funds.

A lot of the information collected by ESCAPE is 'personal data', therefore security and GDPR compliance will be something to consider in your application.

There is an awareness that there are many data management solutions on the market – the team would be willing to consider existing solutions in addition to bespoke solutions if they are fit for purpose.

The Escape team have started researching the benefits of a data trust to see if that approach would be fit for purpose for this challenge. The panel would be interested in hearing potential supplier's views on this approach (advantages and disadvantages).

Impact of Solving the Challenge

This would have a positive impact in the following ways;

- Organisational impact as it would enable the organisation to use their data to better understand and report on the impact it has on the beneficiaries.
- Improve monitoring reports for current funders and strengthen the information and data they present to potential funders (help with future sustainability).
- Better decisions and interventions will take place due to good communication & up to date information captured.
- Empower individuals to hold services to account.
- Social impact – enable the organisation to broadcast the successes of the services to more people.
- Save the organisation money in terms of the output they are currently spending to try and find a resolution but also in terms of staff time and the frustration they experience on a daily basis.

Project Roles

Janet Murphy, CEO of ESCAPE

The Budget

This charity was awarded £10,000 from the fund to be allocated to development of a prototype solution. All funds are classed as restricted and therefore 100% will be paid to the supplier upon completion of pre agreed milestones.

Timescales

Open Call Deadline	20/03/2020
Companies Shortlisted	25/03/2020
Pitch Day	01/04/2020
Company Selected	08/04/2020
Solution complete	31/07/2020
Evaluation Report	11/09/2020

Evaluation Criteria

Innovation	Likelihood of solving the challenge and receiving scaleup funds	25%
Team	Experience of the solution & the sector	25%
Timescales	Ability to meet timescales	25%
Scope	How much of the brief will be met in the budget	25%

Apply

To apply, please fill in the online application form before 23:59pm on 20 March 2020 (answer with "ESCAPE" in the 'name of the open call field'): <https://airtable.com/shrZWbmjf2isVnac6>

FAQs

Intellectual Property

All Intellectual Property will reside with the charitable organisation unless otherwise agreed in writing between the charity and the supplier. Therefore we would advise if you wish to pitch a solution that is based on your current infrastructure and therefore your existing Intellectual Property please state this clearly in your application form so that your IP can be protected and the charity is aware.



