

UKA AI, Automation and Bots4Good

Wednesday 27th November 2024

Walsall Council's AI Journey



Walsall Council

AI, Automation and Bots4Good

Walsall's Copilot Journey Month 7

- Business Case for Investment (Benefits)
 - 300 Licence Trial
 - Access to Adoption & Change Partner
- Proactive Engagement
 - Supportive Leadership
 - Digital Champions and Change Agents
 - Shared Space for Learning



AI, Automation and Bots4Good

Copilot

- Survey & Metrics
- Engagement & Adoption programme
- Opportunities in Adults, Childrens, Administration

Kerv Genesis Chat Bot

- Customer facing



Engagement

Teams site for participants

Introduction meetings

Drop in sessions

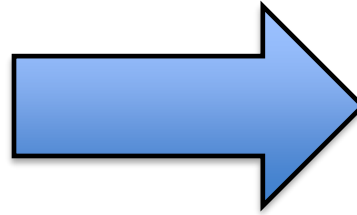
121 sessions

Group sessions

Webinars for specific applications

Promptathons

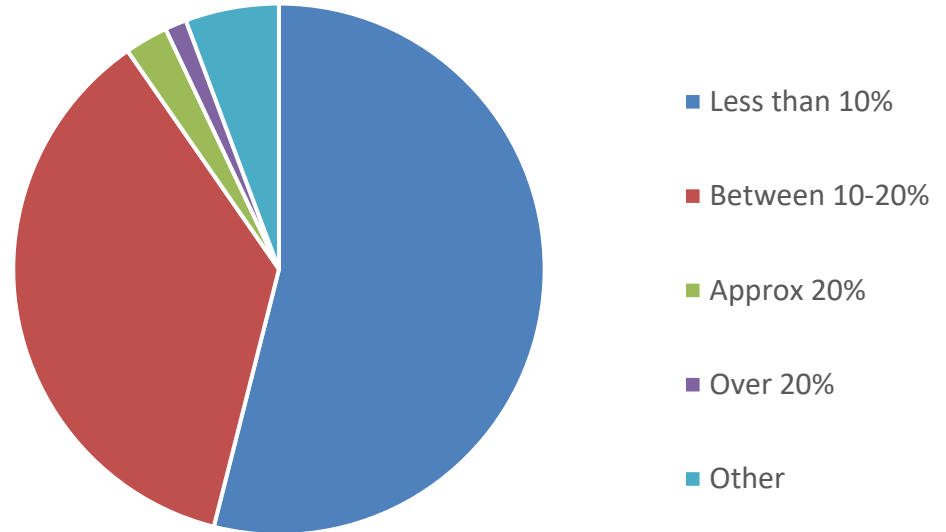
Feedback via survey



Survey Feedback

- All but 2 of staff have found Copilot to be an easy tool to use.
- The most common suggestion for improvement was Excel functionality.
- Highlighted potential of the “free” version of Copilot.

Perceived Time Saved Per Week

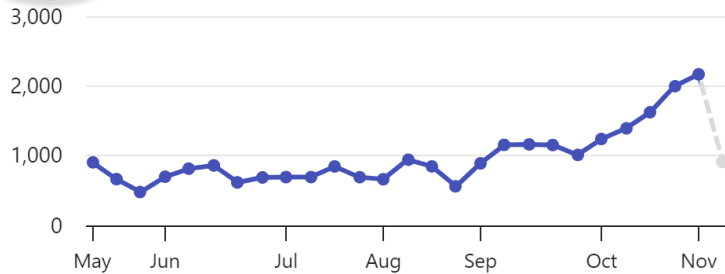


Analytics

Last 4 weeks

Copilot actions taken ⓘ

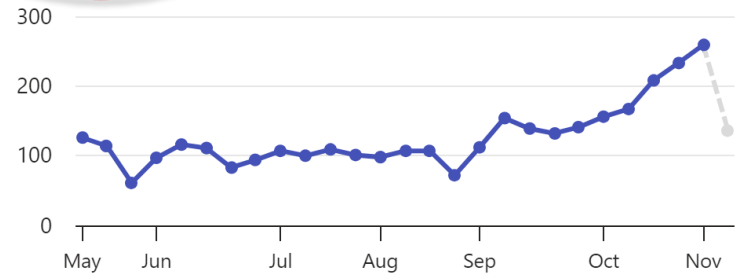
7,170



Copilot assisted hours ⓘ

L \$€

867 hours



Hours and value calculator

Analytics

Example of some of Walsall's metrics...

Meetings

682

Summarise meeting actions taken using Copilot

240

Total meetings summarised by Copilot

218

Meeting hours summarised by Copilot

[Explore more](#)

Documents

910

Create document actions taken using Copilot

807

Edit or format document actions taken using Copilot

259

Summarise document actions taken using Copilot

[Explore more](#)

Use Case Examples

Personal productivity – managing inbox and long email trails

Administrative Efficiency – summarising meetings, creating minutes and action plans

Productivity – report generation, data analysis, presentation design

Productivity – speeds up locating reports, references, information

Recruitment – aids Job Description design, analysis of large amounts of data e.g. job applications, helps with writing interview questions and analysis of feedback

Managing Processes – Recruitment campaign handled through AI (efficiency circa £100K)

Customer Focused – maintaining knowledge articles through AI searching for information

Customer Focused – Language Translation supporting prompt service delivery

Customer Focused – Sentiment Analysis

Learning

- Copilot is making a significant difference in saving time, what do we do with the metrics?
- Copilot is an assistant, still need human intervention
- Ethical consideration, making decisions
- If data is poor AI will be poorer
- Surfaced training needs
- Positively helped neurodivergent staff

Next Steps

- Focused Adoption Workshops
- Metrics and Survey
- Finalise costing/benefits model
- Consideration for next phase
- Culture and clear messaging
- Ensuring we don't ignore ethical consideration

