Wigan's AI Journey so far….

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What can AI actually do?

We believe AI is a technology revolution – allowing all of us to use artificial intelligence in our everyday lives.

Searching large data sets **extracting themes** and **finding connections** between disparate information

Generate **personalised content** to improve outcomes and experience

Summarise content to identify both new insights and gaps in existing materials

Create code / scripts to **automate development** and testing tasks

Use **unstructured data** to analyse database records and drive new target actions

Simplify user experience by adopting a **conversational user interface** to complex transactions

# What does an AI-enabled council look like?

AI & JAG Governance

The workforce are upskilled and tooled effectively to innovate responsibly and identify broader innovation opportunities

Services are AI-enabled by default, with practitioners empowered to co-develop complex technology solutions to hard problems

Resident outcomes are improved by AI-enabled services designed with "human in the loop", delivering personalised care and help at the point of need

These objectives enable better outcomes for Wigan residents
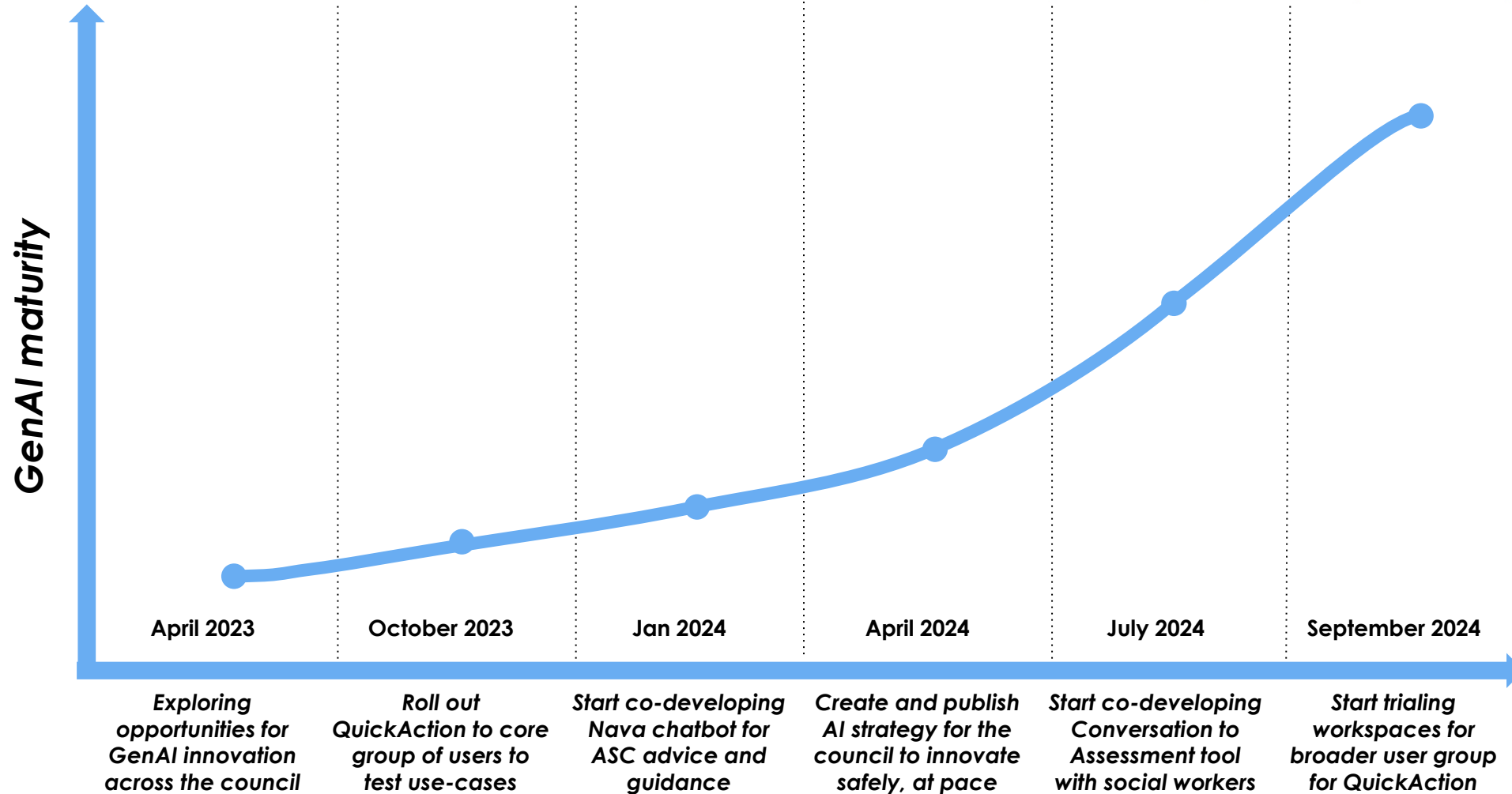
With firm co-development principles in place

People-first: our AI innovation is all in pursuit of helping people do their job faster and more effectively. We are not looking to replace humans, cut jobs, or automate decision-making.

Listening to practitioners: we focus on the *why*, not the *what*. Our AI innovation is in response to real problems, and we co-develop with social care workers and colleagues across the organisation throughout.

Testing, rigorously: we follow strict and rigorous testing measures before deploying any solutions. We test internally at Agilisys, and then we test with a small group of users in Wigan.

Extra pair of hands: AI should be helping to provide an extra pair of hands for our team, not replacing them. We focus on how we can help people do more with the support of AI.

Exploring high-value use-cases identified by the workforce

Agilisys Transform

| Pre-populating assessment forms | Making information accessible to residents |

| Complex end-to-end solutions co-developed for specific use-cases |

QuickAction

| Meeting minutes | Case auditing | Policy review | Tender evaluation |
| Survey analysis | Report summaries | Content drafting | And many more |

AI Policy & JAG Governance to ensure use case approval and security assurance

Resulting in a suite of dedicated AI tooling

Conversation to Assessment

Enabling social care workers to record assessments with residents and automatically pre-populate their relevant case management system

Digital Front Door

Generative AI chatbot that helps residents through the intelligent matching of their needs to advice and guidance, with the ability to speak to a human if needed

QuickAction

Multi-purpose Generative AI platform for a wide range of use-cases like meeting minutes, survey analysis, application evaluation, and more

With a focus on real benefits, not quick wins

Eliminating admin tasks

> Generating meeting minutes in 25% of the time

> Summarising reports and extracting insights

> Generating project plans instantly

Unlocking new ways of working

> Auditing ASC cases for CQC inspections

> Quicker processing of surveys inc sentiment

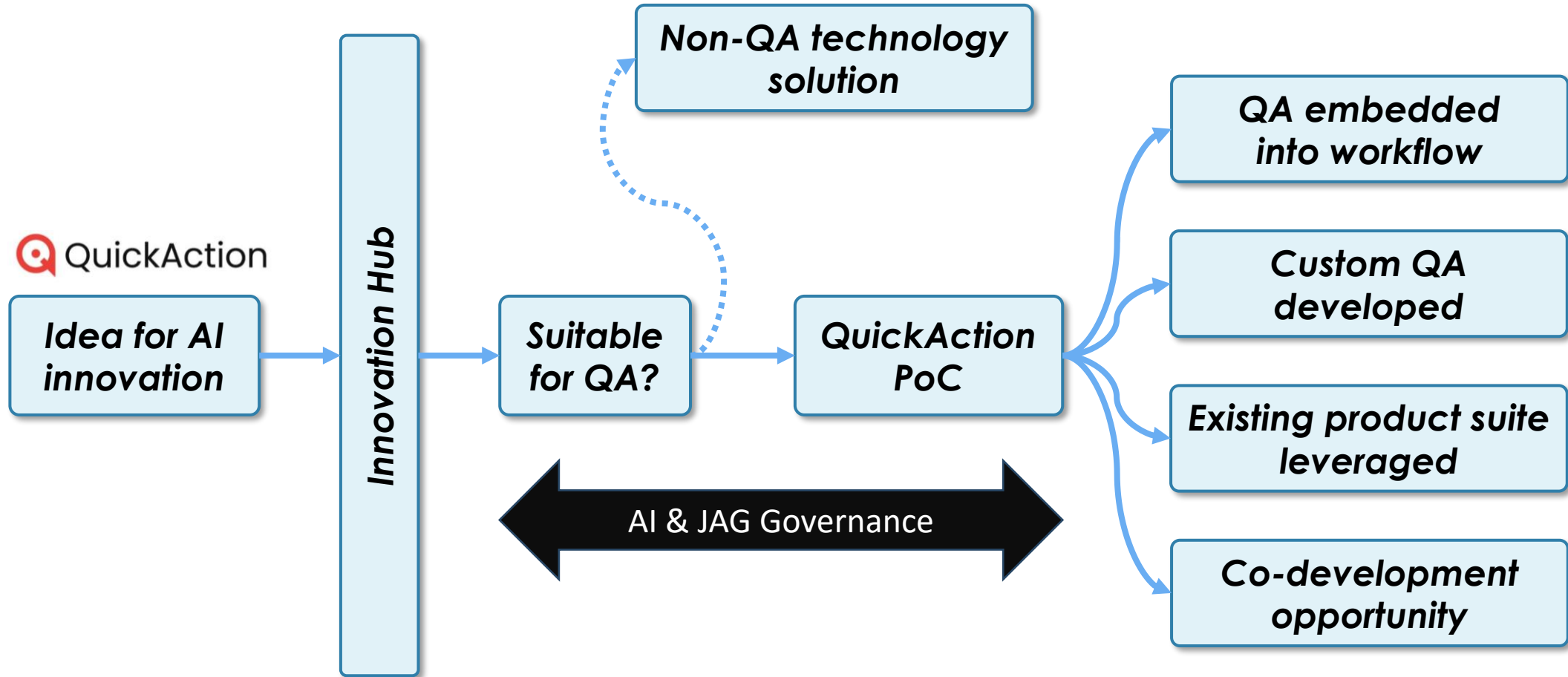> Reformatting content in a fraction of the time

Testing new AI use-cases

> Summarising needs assessments for SCWs

> Processing hand-written survey results using OCR

> Analysing contact centre inbound queries

Thank you for listening

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