LGA – AI, Automation and Bots4Good

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Our Team: Cyber, Digital and Technology

- 1.4 million workforce and £121billion annual spend

- 21-person team funded through MHCLG Local Digital team

- *Improving the secure and inclusive use of technology by councils and their communities*

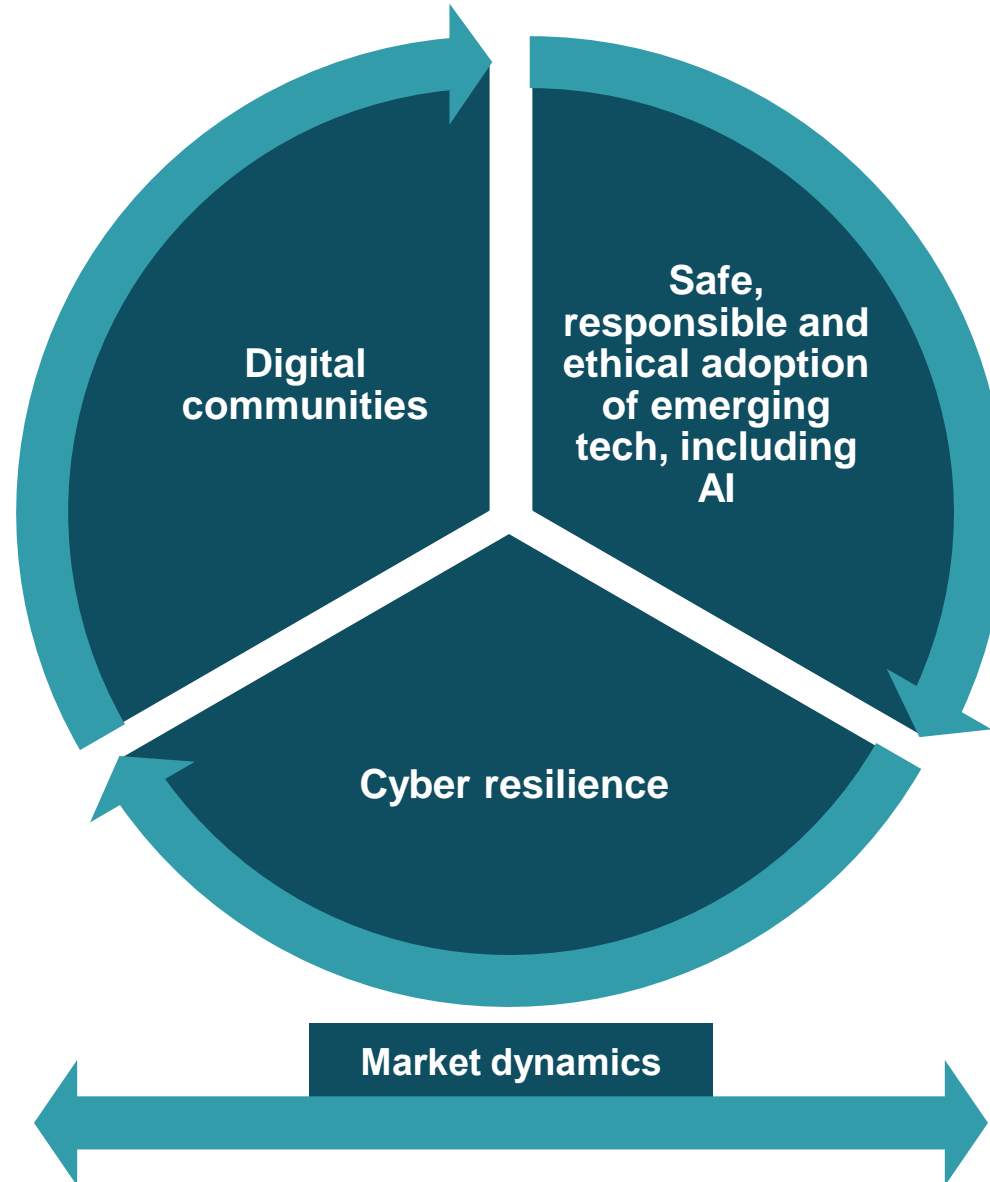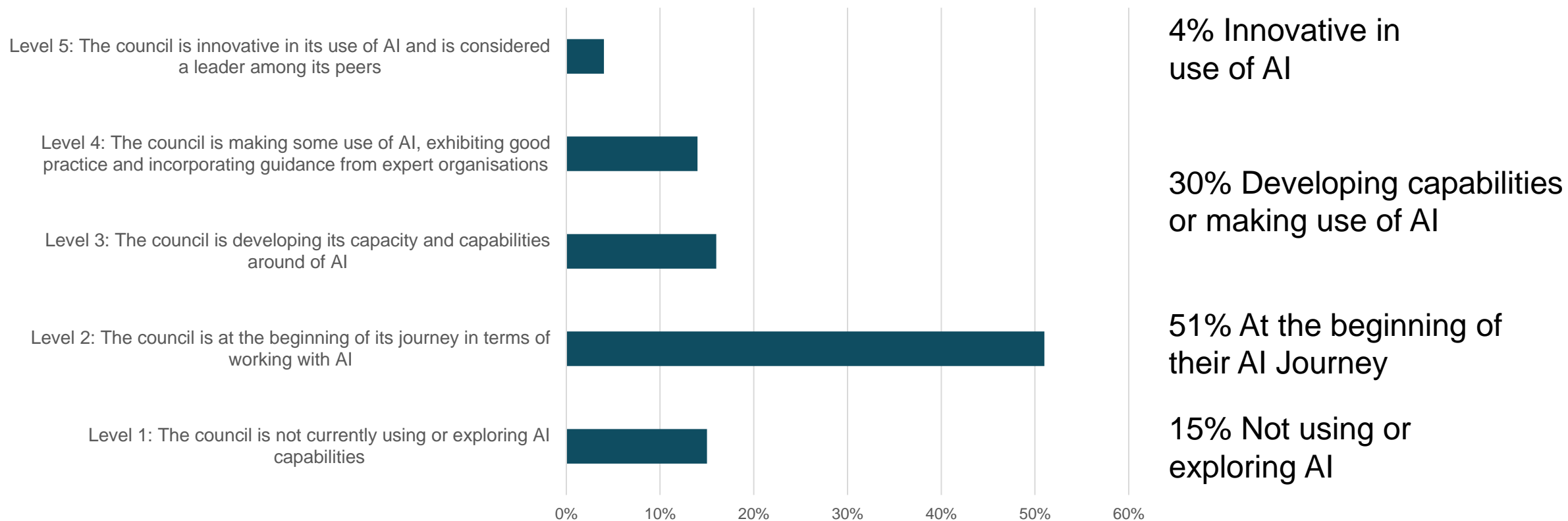| General support | Sector led consultancy | Policy | Communities of practice | Incident Support | Research |

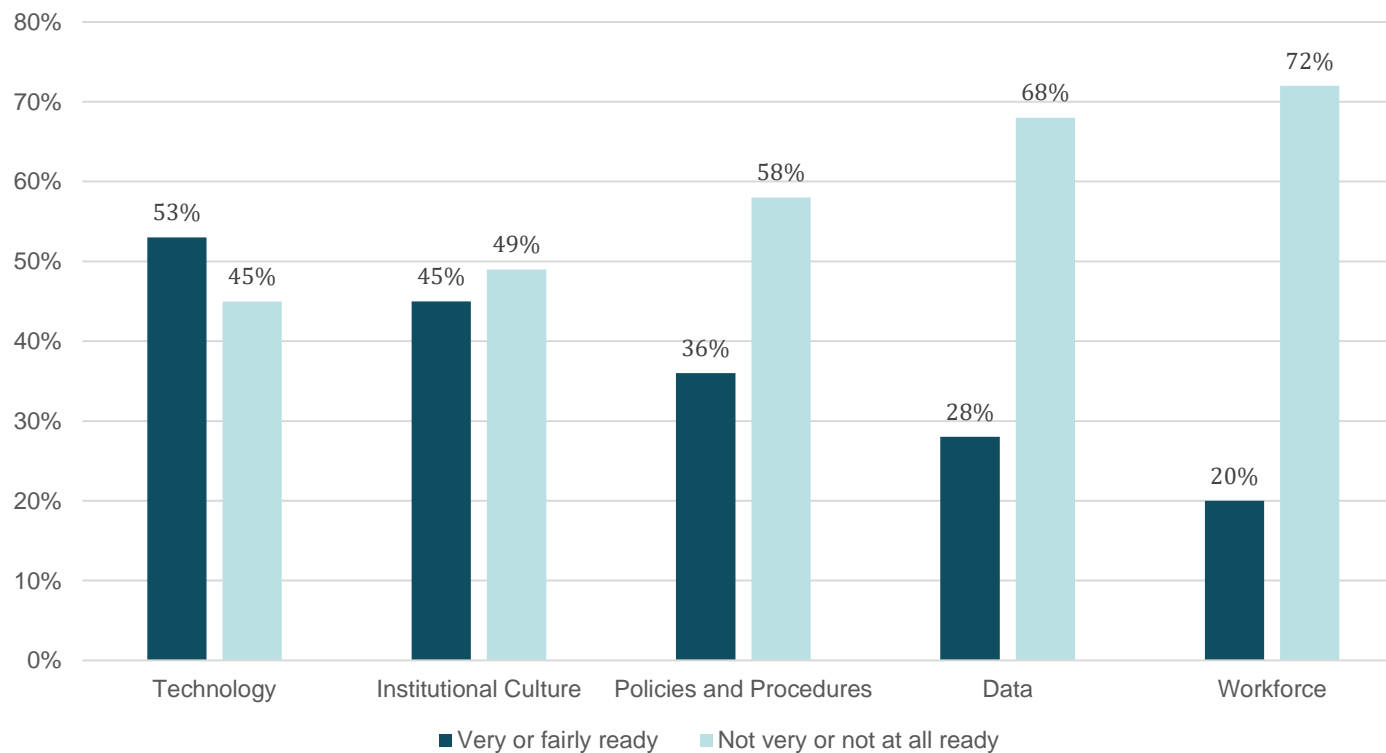# Our Priorities

State of the sector: AI
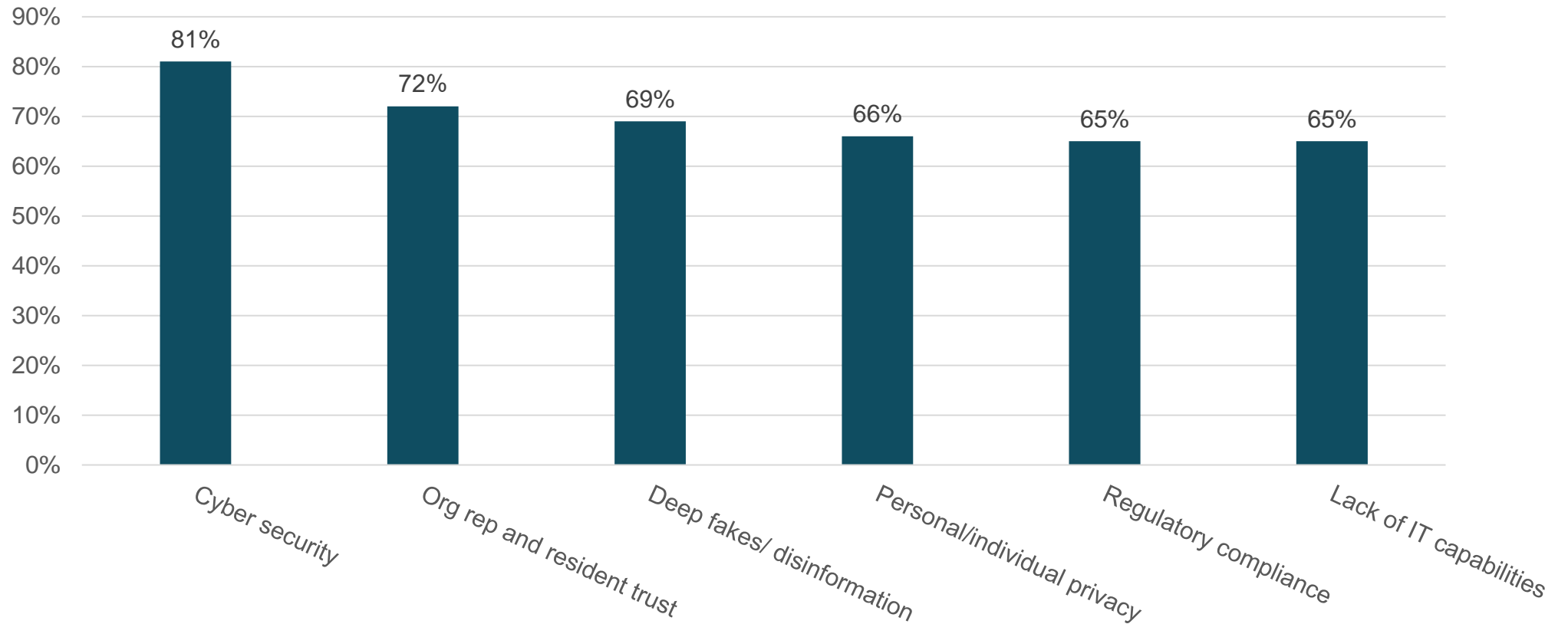
Overview

Council's current use of AI capabilities

Level 5: The council is innovative in its use of AI and is considered a leader among its peers

Level 4: The council is making some use of AI, exhibiting good practice and incorporating guidance from expert organisations

Level 3: The council is developing its capacity and capabilities around of AI

Level 2: The council is at the beginning of its journey in terms of working with AI

Level 1: The council is not currently using or exploring AI capabilities

0% 10% 20% 30% 40% 50% 60%

4% Innovative in use of AI

30% Developing capabilities or making use of AI

51% At the beginning of their AI Journey

15% Not using or exploring AI

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Readiness

How ready, if at all, is your council for adopting or continuing to adopt AI?

Category	Very or fairly ready	Not very or not at all ready
Technology	53%	45%
Institutional Culture	45%	49%
Policies and Procedures	36%	58%
Data	28%	68%
Workforce	20%	72%

■ Very or fairly ready ■ Not very or not at all ready
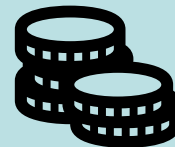
Local Government Association
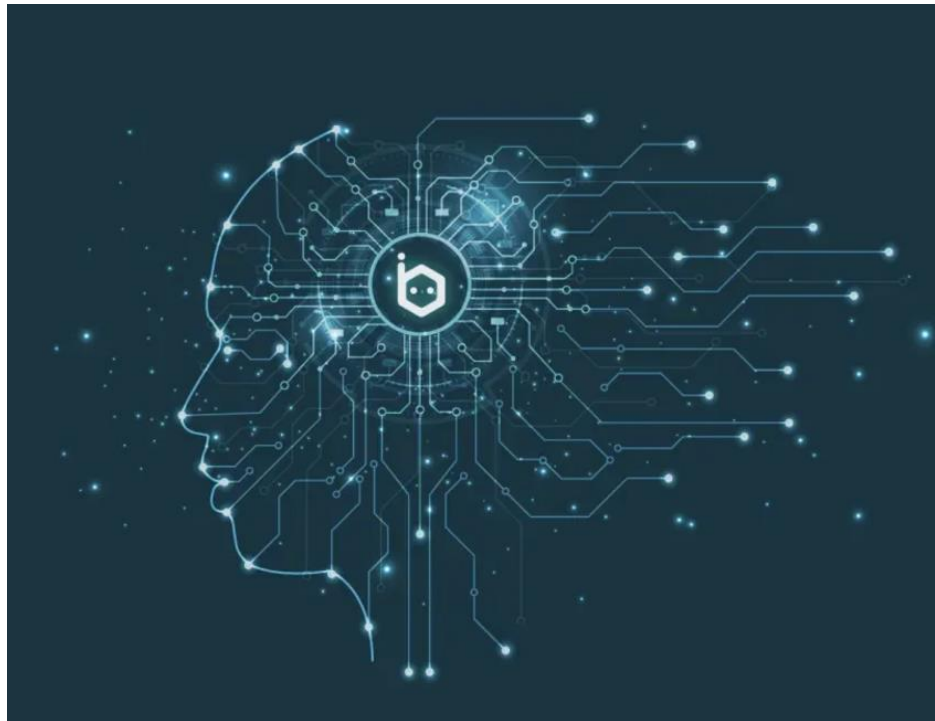
Halton Borough Council: Digital Front Door

Department of Health and Social Care and Department of Education funded with Beebot AI

Automated appointment scheduling, info dissemination and chatbot to answer questions and provide guidance

Provides analytics to improve service, improved accessibility for families, and saves staff time for more complex engagement
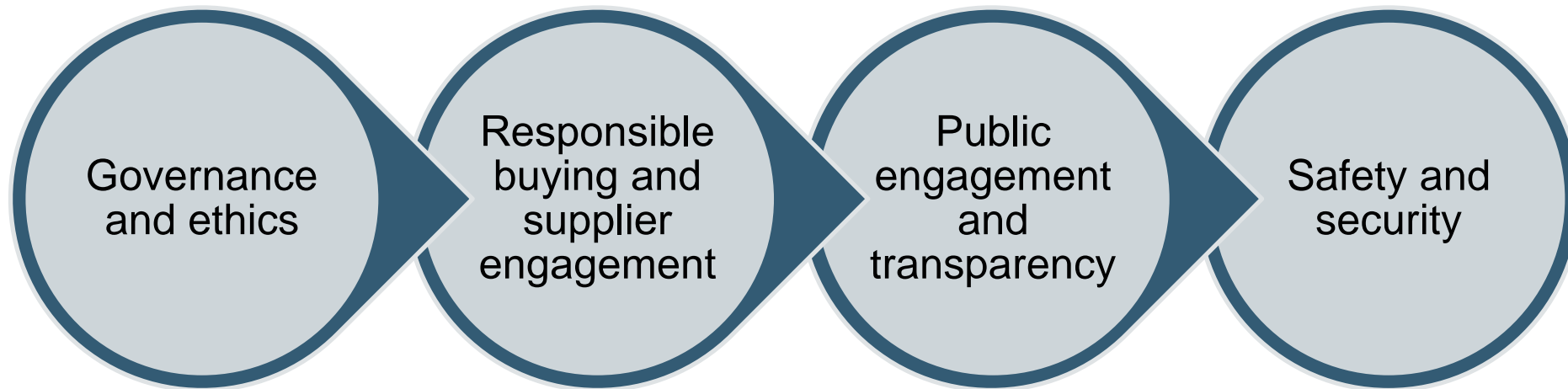
Engagement and Support

Our AI Networks

AI Network

- 450 Local government officers
- A group open to all officers with an interest in AI, covering key themes relating to AI and highlighting best practice in the sector

AI Practitioners Network

- 250 Local government officers
- A technically focused group, exploring approaches and solutions that go beyond off the shelf solutions

Key Themes within AI Network

Governance and ethics

Responsible buying and supplier engagement

Public engagement and transparency

Safety and security

Building trust

- Guidance development with ICO and EHRC (with LOTI and other local government partners)

- What does good look like for suppliers? AI Management Essentials

- Engaging with CDDO strategic supplier partnership team: how can we coordinate assurance with key technology companies?

- How can we facilitate trusted engagement pre-procurement?

What is the Technology Innovation Showcase?

Challenge Statements

- This project has collated 96 challenges facing councils.
- Councils submitted "how can we" statements they believed could be solved using AI and smart technology
- We are encouraging collaboration and councils to think challenge first in a supplier-led market

Vendor Engagement

- We received 73 unique solutions
- Engaged vendors have to agree to "work in the open"
- Vendors will be subject to eligibility criteria and vetting in line with existing and new assurance mechanisms
- Support and feedback provided on responsible deployment requirements.

Technology Innovation Showcase

- 4 challenge statements showcased at our Technology Innovation Showcase on 14 November.
- The aim of the event is to foster collaboration on key challenges facing the sector and to highlight the art of the possible
- Report available soon

LGA Technology Innovation Showcase
Innovative solutions to challenges in English local authorities

Challenge One
Supporting Social Care Practitioners

How can AI and smart tech tools enable social care practitioners to spend more time with people who require their support?

Challenge Shaped by

West Northamptonshire Council · Directors of adass Adult Social Services South West Digital Leads Network · NORTH YORKSHIRE COUNCIL · PLYMOUTH CITY COUNCIL · ST HELENS BOROUGH COUNCIL · North Northamptonshire Council · STOCKPORT METROPOLITAN BOROUGH COUNCIL · Dorset Council · Somerset Council · CORNWALL COUNCIL · BCP Council · Kirklees COUNCIL · Sefton Council

LGA Technology Innovation Showcase
Innovative solutions to challenges in English local authorities

Challenge Two
Improving Local Places

How can AI and smart tech tools improve local places through optimising the delivery of services?

Challenge Shaped by

Teignbridge .gov.uk · Cambridgeshire County Council · PETERBOROUGH CITY COUNCIL · thanet district council

and 2 more local councils / organisations

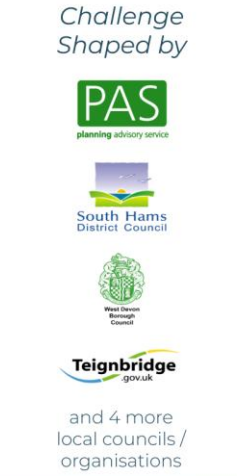**LGA Technology Innovation Showcase**
Innovative solutions to challenges in English local authorities

Challenge Three
Efficiency of the Planning Process

How can AI and smart tech tools enhance the efficiency of different stages of the planning process?

Challenge Shaped by

PAS planning advisory service · South Hams District Council · West Devon Borough Council · Teignbridge .gov.uk

and 4 more local councils / organisations

LGA Technology Innovation Showcase
Innovative solutions to challenges in English local authorities

Challenge Four
Digital Front Door

How can AI and smart tech tools help implement a digital front door to council's information and services?

Challenge Shaped by

NORTH YORKSHIRE COUNCIL · SteVenage BOROUGH COUNCIL · Sefton Council

and 5 more local councils / organisations

Our AI Hub

Artificial Intelligence Hub

Welcome to the LGA's Artificial Intelligence Hub. Here, you'll find resources and guidance to help you responsibly explore the possibilities of AI and connect with peers. As a sector, we are collaborating with partners, academia and government to ensure local authorities are part of an AI-powered future.

Thank you for listening

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LGA Cyber, Digital and Technology Networks