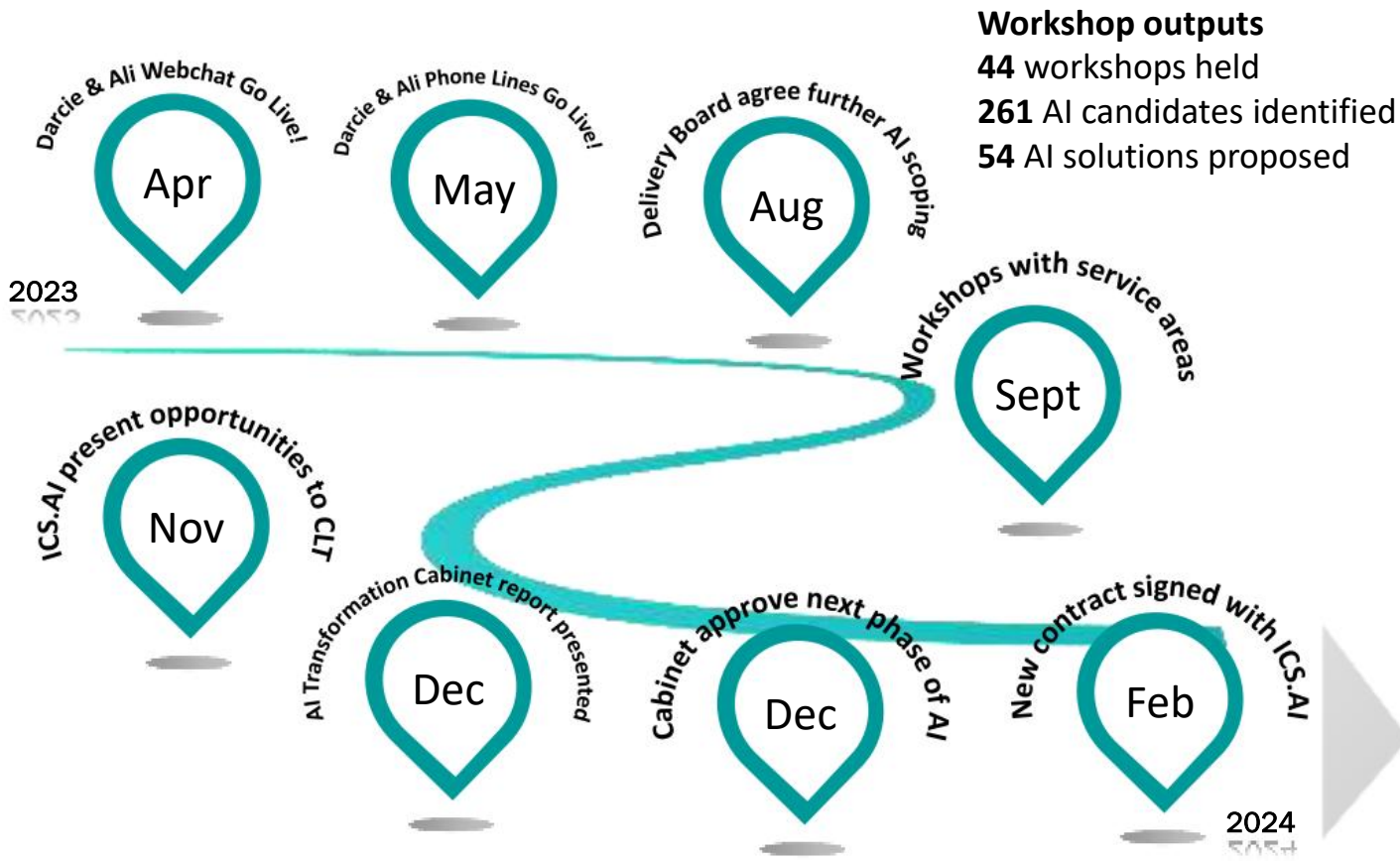# Artificial Intelligence (AI) Update

Lee Haynes

Head of Digital Enablement & Automation

7th March 2024

Derby City Council

The Story so far…

Workshop outputs
44 workshops held
261 AI candidates identified
54 AI solutions proposed

Darcie & Ali Webchat Go Live!
Apr

Darcie & Ali Phone Lines Go Live!
May

Delivery Board agree further AI scoping
Aug

2023

Workshops with service areas
Sept

ICS.AI present opportunities to CLT
Nov

AI Transformation Cabinet report presented
Dec

Cabinet approve next phase of AI
Dec

New contract signed with ICS.AI
Feb

2024

What can Copilots do for Derby?

CUSTOMER SERVICES COPILOT

Customer service automation enhances accessibility, response time, and efficiency, providing round-the-clock access, streamlined payments, simplified applications, and improved care triage. Potential savings for councils could reach up to 50% across various areas.

ADULT SOCIAL CARE COPILOT

AI integration in adult social care enhances user experience and outcomes, boosts efficiency, and improves care worker skills. Prudently applied, AI could potentially cut costs by 10-25%, without compromising service quality or user needs.

CHILDRENS SERVICES COPILOT

Integrating AI into Children's Services can transform operations: reducing paperwork, providing faster responses to families, improving case handling and teamwork, potentially leading to 5-20% time and cost savings.
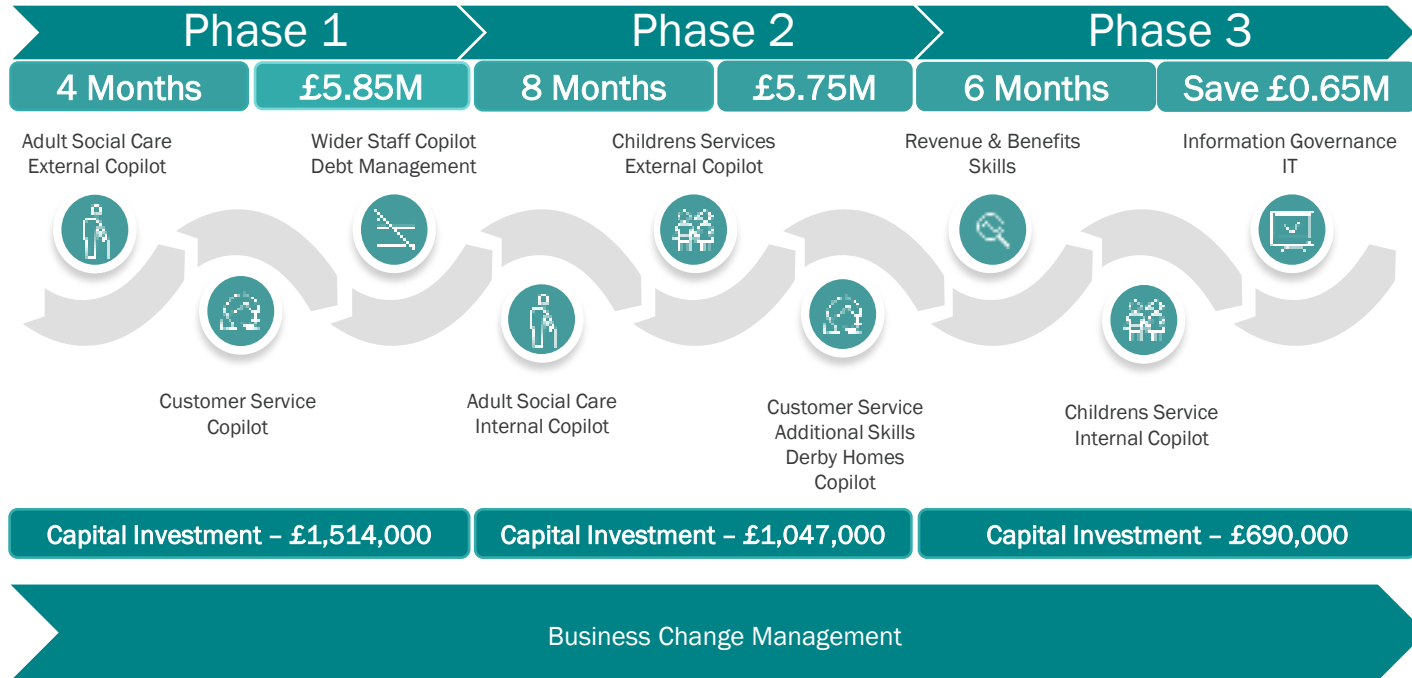
STAFF COPILOT

A staff Copilot can dramatically enhance productivity, streamline workflows, and improve service quality. It could yield estimated cost savings between 5-15%, while facilitating better information sharing, personalised training, and efficient recruitment processes.

IT SUPPORT COPILOT

Copilot IT support cuts costs by 10–20%. By handling common queries, it reduces human resource expenses Operating 24/7, it avoids overtime costs. By pinpointing recurring IT issues, potential expensive setbacks are prevented. Overall, AI streamlines processes and offers financial benefits.

AI Transformation Roadmap

Phase 1		Phase 2		Phase 3	
4 Months	£5.85M	8 Months	£5.75M	6 Months	Save £0.65M

Adult Social Care External Copilot

Wider Staff Copilot Debt Management

Childrens Services External Copilot

Revenue & Benefits Skills

Information Governance IT

Customer Service Copilot

Adult Social Care Internal Copilot

Customer Service Additional Skills Derby Homes Copilot

Childrens Service Internal Copilot

Capital Investment – £1,514,000	Capital Investment – £1,047,000	Capital Investment – £690,000

Business Change Management

Savings targeted in 24/25 MTFP

Cost Reduction / Rightsizing

- **People Services – AH:** AI and Occupational Therapy led reviews of community care packages **-£2.904m**
- **People Services – AH:** Use of AI to reduce the need for residential placement - keeping clients in the community **-£0.125m**
- **People Services – CYP:** Use of AI - reduction in 3rd party translation costs through the ability to translate documents within the AI solution **-£0.025m**

Vacancy Management

- **People Services – AH:** Use of AI to allow Citizens & Professionals to obtain FAQ responses, signposting to services, self-assessment and create enquiries & notifications **-£0.050m**
- **Council-Wide:** AI Management of Customer Service enquiries, filtering and signposting responses, increased Citizen self-service through new skills to handle most common complex tasks **-£0.275m**

Revenue Collection

- **People Services – AH:** Use of AI - outbound proactive chasing of financial debt. The solution is anticipated to generate improved recovery of the existing debt **-£0.210m**
- **Chief Executive's:** Use of AI - outbound proactive chasing of Council tax debt. The solution is anticipated to generate improved recovery of the existing debt **-£0.336m**

AI Programme – Phase 1

AI Programme Governance

Programme

- Programme Board
- Compliance Board
- IT Steering Board

Phase 1 Projects

| Customer Services & Wider Council | Adult Social Care | Income Management |

AI Compliance Board
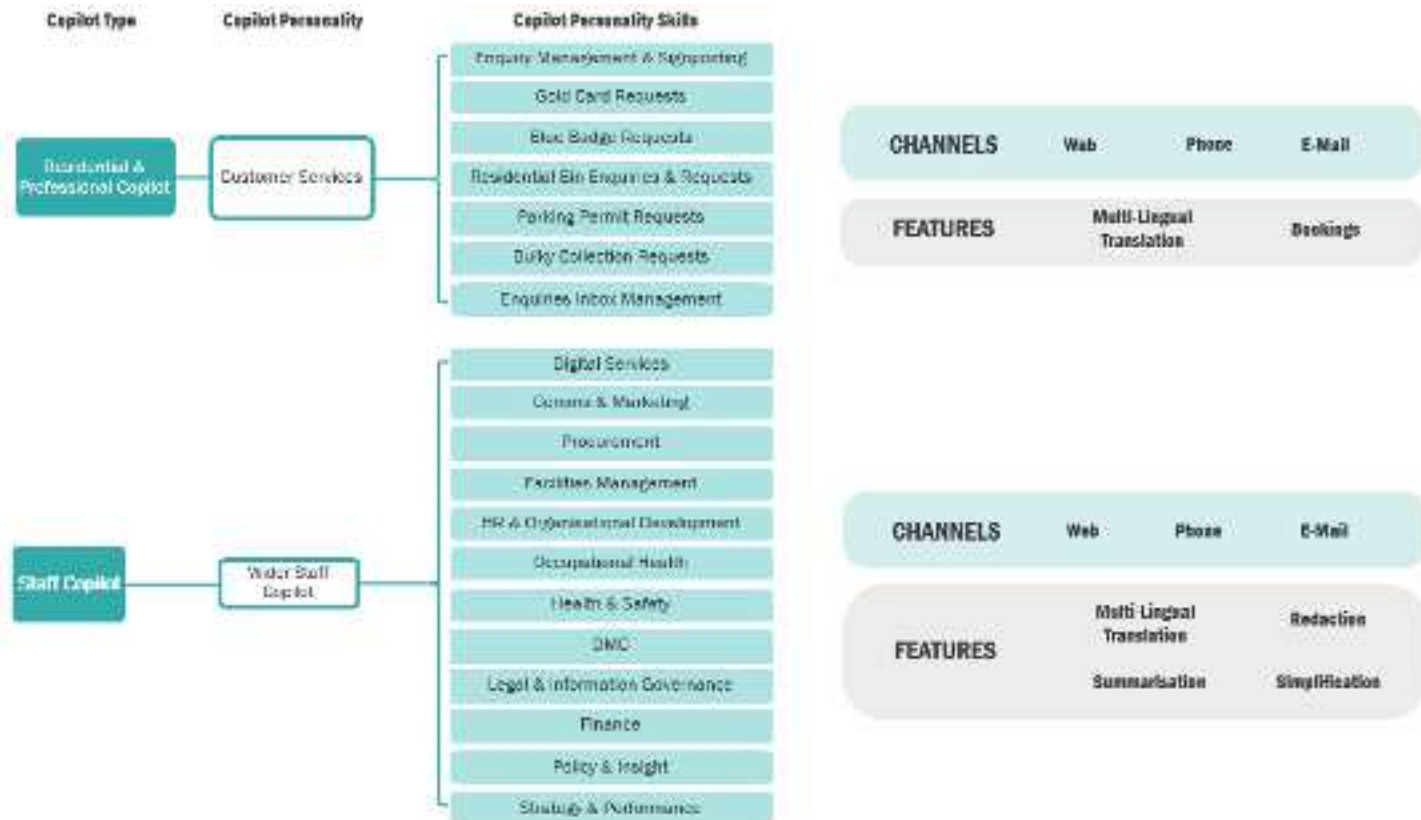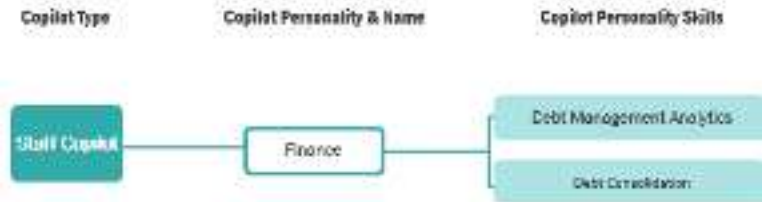
Compliance Board
Monitor, Manage,
Control and Mitigate

01 Policy Development & Review
Create and update AI use policies, ensuring alignment with legal requirements and council regulations

02 Ethical Oversight
Establish ethical guidelines for AI interactions to prevent bias and unethical content, especially concerning vulnerable individuals

03 Human in the Loop
Maintain protocols for necessary human intervention in AI decision making, safeguarding vulnerable residents

04 Data Management
Oversee the responsible management of data in compliance with data protection laws

05 Performance
Assess the AI's effectiveness and reliability using established metrics and KPIs

06 Training & Development
Provide AI usage training for staff and guide the AI's ongoing development to improve performance

07 Technology Assessment
Stay updated on AI advancements to inform future integrations and enhancements

08 Risk Management
Identify potential risks of the AI system and implement strategies to mitigate them

Phase 1: Adult Social Care

Phase 1: Income Management

Customer Feedback is Important

How we will keep the citizen at the heart of AI...

- **Councillor Feedback** – Using the Councillor portal, members will be able to submit feedback to us with any AI queries

- **Community Testing groups** – Working with our communities to help test and review AI solutions

- **Customer Communication Reference Group** – Working with the Access, Equality and Inclusion Hub and a range of forums to ensure services accessible for all

- **Monitoring Complaints** – Closely monitoring complaints linked to AI

- **Continuous Service Improvement and Review Regime** – Reviewing and improving transactions, outcomes and wider sector learning

Thank you