Welcome to the LGA's Technology Innovation Showcase

Thursday 14th November
9.30am – 3.30pm
Bevin Hall, 18 Smith Square & via Zoom

Local Government Association

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Welcome and introduction

Setting the scene: AI in local government

Introduction to LGA's Cyber, Digital and Technology Programme | LGA

PUBLIC

Rebekah Wilson
Programme Manager
LGA

Rebekah is a Programme Manager at the Local Government Association (LGA) in the Cyber, Digital and Technology team – supporting councils with using digital technology to achieve better outcomes and value for employees, residents, businesses and visitors.

Rebekah has worked at the LGA for ten years, specialising in research, data and insight. Her career has included working in academia, the charity sector and for a research foundation. She has spent more than 20 years leading and contributing to projects focusing on issues affecting local communities.

House-keeping | Virtual attendees

- Please mute your microphones and put your cameras on where possible.

- We've enabled live captions for anyone who'd find that useful.

- To take part in the Q&A sessions, please post your question in the chat, or raise your hand.

- We'd encourage you to post your thoughts, questions and feedback throughout the day.

- Virtual attendees please reach out to Florrie, Disha and Issy who will make themselves known so you have a point of contact.

House-keeping | In-person attendees

Emergency evacuation instructions

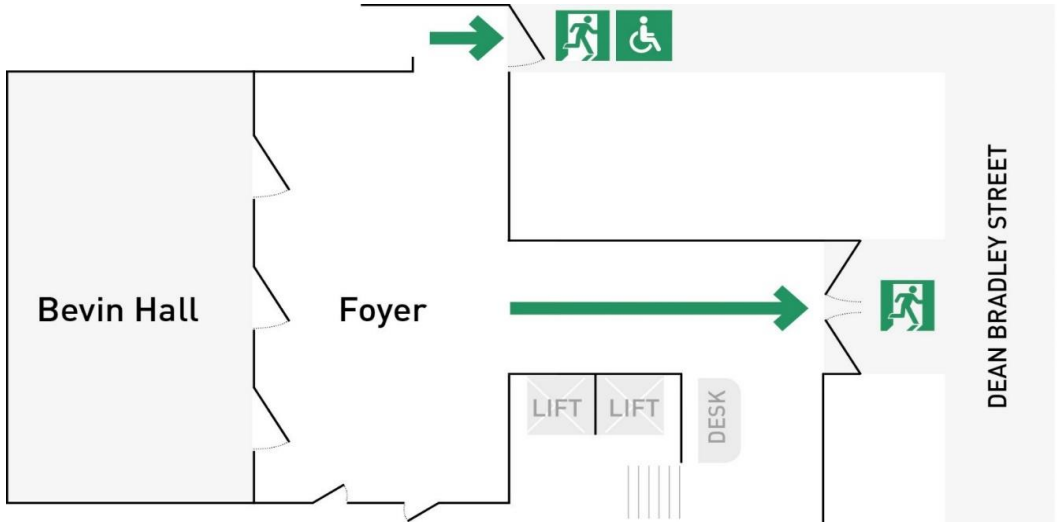
There are 2 escape routes from the conference centre. Exit points are clearly signposted.

1. Exit **via the glass doors by the conference registration desk**, which lead onto Dean Bradley Street.

2. Exit **via the side foyer door to the goods lift lobby, through the exit doors and down the alleyway** into Dean Bradley Street. This is also the exit for wheelchair users as shown in the diagram below. Wheelchair users: do not use the wheelchair lift at the front entrance. Due to the slope, assistance will be provided.

On hearing the fire alarm (a continuous siren)

- Leave the building immediately and proceed to the assembly point: Tufton Street
- Wait at the assembly point until given the all clear to return to the building



Wireless internet access

Enable 'Wireless Network Connection'

- Connect to LGA-Guest-WiFi
- Complete form if using for the first time: you will automatically connect in future
- Please turn mobile devices to silent mode

Introduction to PUBLIC | LGA

Johnny Hugill
Director
PUBLIC

Johnny Hugill is a Director at PUBLIC, where he has been since 2017. Johnny has been working with MHCLG and the local council since 2023 to evaluate their local digital and cyber funding. He advises local councils and central government on how to drive procurement innovation, including shaping the new UK Procurement Act.

Agenda for the day | LGA & PUBLIC

Agenda item	Time
Welcome and Introduction	10.00 – 10.10
Welcome address: Intelligent Council Services with Cllr Alex Coley	10.10 – 10.20
Showcase overview	10.20 – 10.30
Challenge 1: Planning	10.30 – 11.10
Comfort break	11.10 – 11.15
Challenge 2: Improving local places	11.15 – 11.55
Lunch	11.55 – 12.40
Keynote Speaker: Empowering ethical and safe procurement of AI with Ada Lovelace Institute	12.40 – 13.20
Keynote Speaker 2: AI in the heart of government with Eoin Mulgrew	13.20 – 13.40
Challenge 3: Supporting social care practitioners	13.40 – 14.20
Refreshment break	14.20 – 14.35
Challenge 4: Digital front door	14.35 – 15.15
Showcase close & next steps	15.15 – 15.30
Networking session	15.30 – 16.30

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Intelligent Council Services

Intelligent Council Services | Cllr Alex Coley

Deputy Chair, LGA Improvement and Innovation Board

Alex is the Deputy Chair of the Improvement and Innovation Board at the LGA. A former civil servant in Cabinet Office and Head of Digital at the Met Police, he has worked in digital for two London councils and an NHS charity. Alex also worked as a Technical Strategist for a digital agency, horizon scanning for new AI technology.

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Innovation in practice: Setting today's challenge stage

Who are we | Meet the LGA team

Sarah Slate
Digital Advisor
LGA

Tom Hindmarch
Digital Advisor
LGA

Responding to Sector Needs | What we have heard

- Start of the AI Journey
- Generative, receptive and predictive AI
- Where can AI add the most value?
- How can AI be deployed safely and compliant with public sector regulations?
- Can AI and Smart Technology support with cost-savings

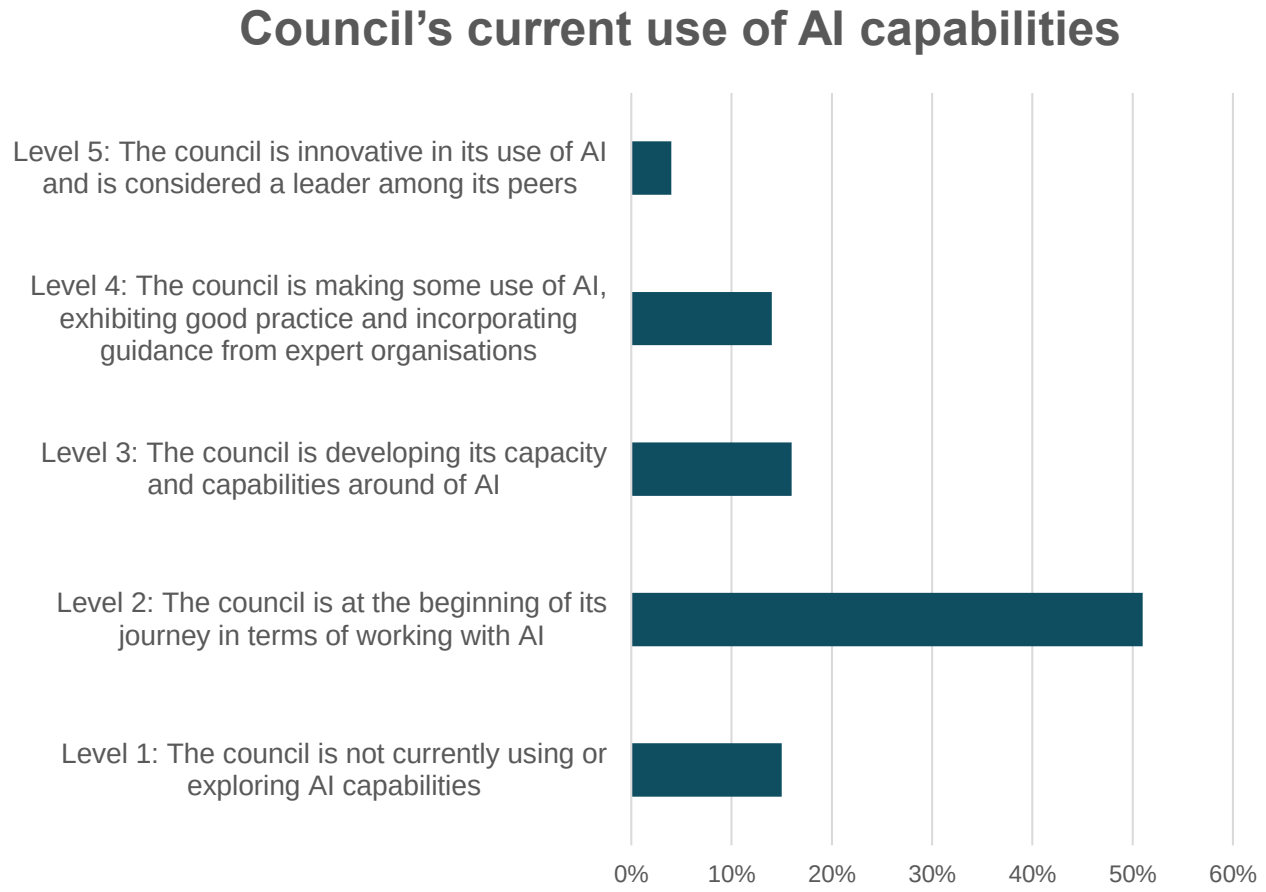


Figure 1: LGA state of AI in the sector survey February 2024

Our approach | Innovative Collaboration

Collaboration across the sector to co-define challenges and share learnings

Showcase the potential AI and smart technology can add to service delivery

Champion a new market engagement approach and challenge-led approach to procurement

Driven and shaped by local government priorities | Council engagement

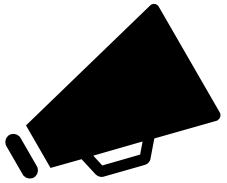
The value of challenge statements, ‘How can we..?’

Engaged with over 100 officers through our networks and open calls

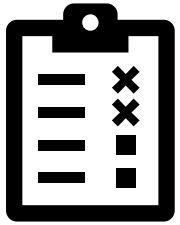
Facilitated co-development of challenge statements across over 30 different councils

Key insights into the challenges and possible use cases for AI and smart technology

Challenge-led approach to the market | Selecting vendors



Open call to vendors and specific outreach



A multi stage assessment process

Training and preparation of vendors

What to expect next | Order of the day

- Enjoy the day collaborating across sectors and ask questions
- Making the most of online and in-person networking
- Beyond the Showcase – next steps

Showcase Information Brochure

Local Government Association

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Challenge 1

Efficiency in the planning process

Showcase Information Brochure

www.local.gov.uk

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Efficiency in the planning process

Expert panel

Brett Leahy

Strategic Director of Planning, Growth & Infrastructure, Enfield Council

Bridget Wilkins

Head of Adoption, Engagement and Innovation, MHCLG Digital Planning

Wei Yang

CEO, Digital Task Force for Planning

Background

Teignbridge .gov.uk

South Hams District Council

West Devon Borough Council

EREWASH BOROUGH COUNCIL

A challenge felt by numerous planning authorities..

The challenge

What is the challenge?

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

This is a unique challenge for councils in the face of:

- **Increasing workloads** for each application
- **More connected society** gives more options and awareness for people to comment
- **Higher customer service expectations**
- Getting to the **root cause**, and not throwing more resource at the problem

The Democratisation of Understanding

- It doesn’t matter how you say it, it matters what you say
- I can say ‘you are pretty’ or I can quote Sonnet 18

- LLMs can split, translate, group and assess responses into individual comments

- Build general solutions you can use with specialist knowledge to deliver specific solutions for a range of time-consuming tasks

GENIE AI

Helping planning teams do more with less

draft

review

negotiate

Welcome to Genie | Local Government Association

It takes significant work to draft, review and negotiate Section 106 Agreements

3-6 month
average lifecycle

significant
financial implications

managing compliance
across multiple inputs

With AI assistance, Genie helps planning teams...

Draft a bespoke S106

in 5 minutes

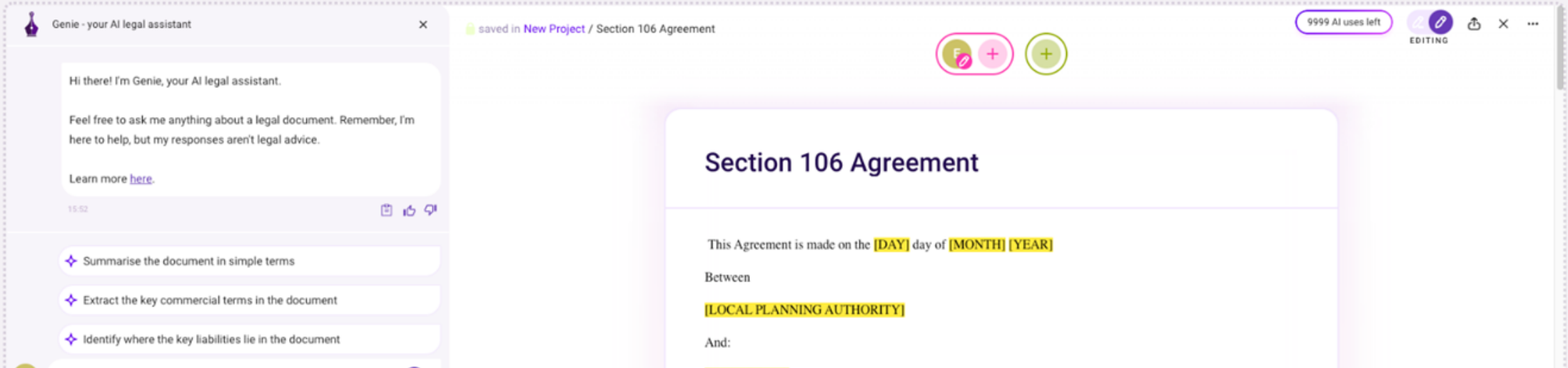
Instant review

against all provisions

Collaborate

with stakeholders

Ready to sign



100,000 Genie users include members from

14 local authorities &
150 UK construction firms

...delivering groundbreaking outcomes

get back

8-10 hours

per week

per team member

move

50% faster

to agreement

save

£12,000

per contract

plus prevent lost revenue

Genie AI customer survey 2023

Accurate & explainable

Our founders, Rafie and Nitish

Our legal partners

withers LLP

CMS Law.Tax

Private & secure

Our lead engineer, Daniele

Our research partners

UCL

Expert & helpful

Our lead product designer, Rosie

Our investors

G/

We'd love to chat!

Talk to us about our case studies

our AI

your ROI

our newest features

Rafie Faruq
Co-Founder & CEO

Ed Kendall
Head of Sales

verna

LGA Technology Innovation Showcase:

Mycelia

November 2024

Mycelia helps Local Planning Authorities manage ecology and BNG

Mycelia is tailor-made to support local government teams with ecology, including every aspect of Biodiversity Net Gain – from validation and assessment, to monitoring and reporting.

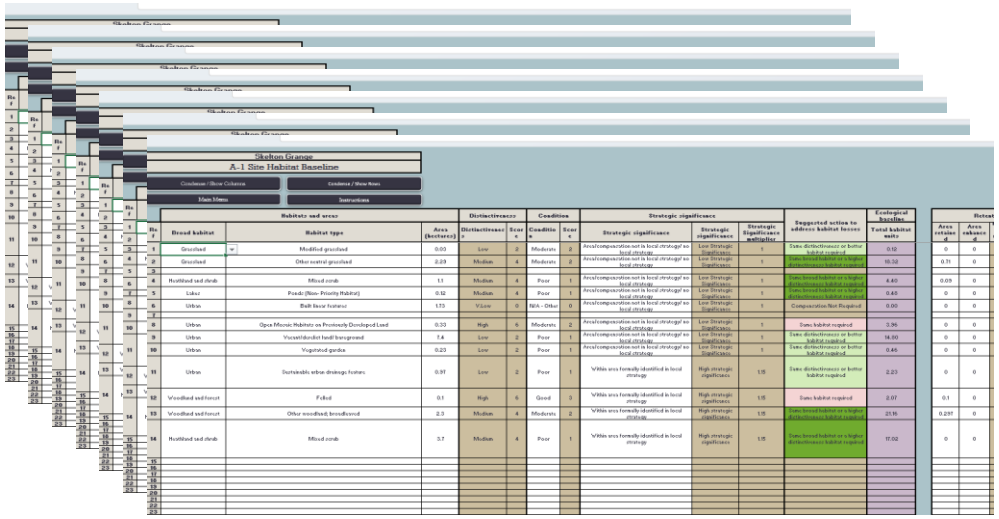
Mycelia helps ecologists, planners and validation officers to:

- Save time
- Drive better environmental outcomes
- Catch and manage risks
- Generate value for money

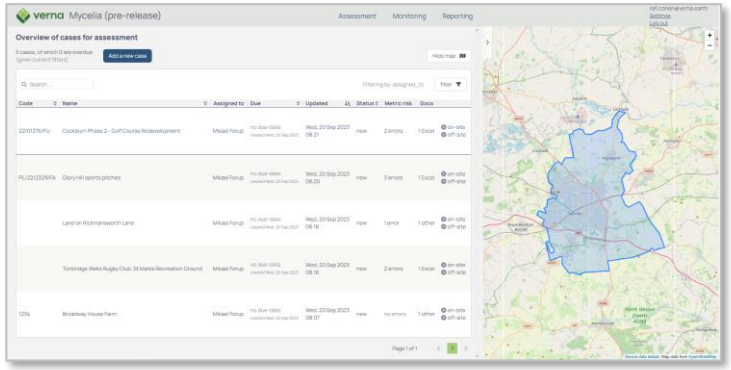
“Mycelia is brilliant, we love the software. We really appreciate the simplicity and user friendliness of the tool.”

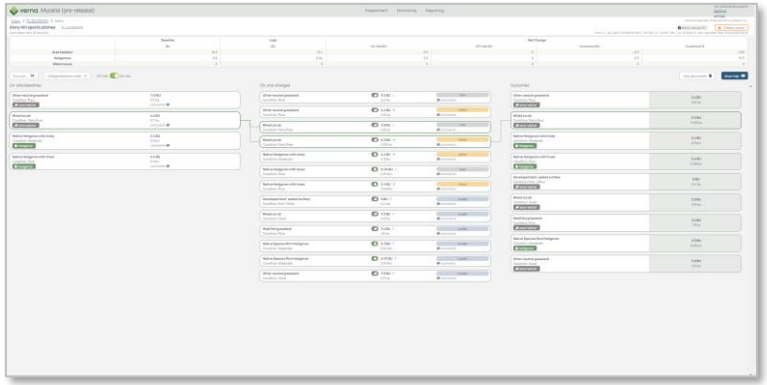
Simone, Ecologist, Hammersmith and Fulham Council

Example: Mycelia cuts the time needed to review BNG Metrics by 80%+



x18





“Mycelia allows me to review Metrics more quickly – for example 30 minutes instead of 2.5 hours for a relatively straightforward Metric”.

Danielle, Biodiversity and Countryside Officer, Cotswold District Council

Mycelia helps solve the new challenges of ecology and BNG…

Ecological monitoring and reporting

“Mycelia has made it so easy to track habitats and pick out those bits in the Metric that are not quite right.”

Carolyn, Ecology Officer, Isle of Wight Council

Validation and determination

“Everyone in the planning community needs to realise how difficult it would be to do all the validation and assessment work without Mycelia, and the hours and days saved by the software.”

Lisa, Ecologist, Eastleigh Borough Council

Whatever comes next

“It gives us confidence that we know Verna is there for us, as a fountain of knowledge on BNG.”

Sarah, Ecologist, Eastleigh Borough Council

…and grasp the new opportunities

Better local environments

“Mycelia helps me to focus on important ecological considerations, helping improve environmental outcomes.”

Des, Ecologist, Swindon Borough Council

Revenue and resources for councils

“We’re getting all the benefits of Mycelia, at zero cost to the council”

Sarah, Ecologist, Eastleigh Borough Council

Supporting and retaining ecologists

“If I ever leave Doncaster, I won’t go to a council that doesn’t have Mycelia.”

Helen, Principal Ecologist, Doncaster Council

Come and join the conversation…

We’re always looking to develop Mycelia based on what councils need, so all feedback is welcome!

1. Grab us today if you’re here.

2. Email us on **mycelia@verna.earth** to book a demo.

3. Find out more about Mycelia, and hear from the councils using it, at **verna.earth/mycelia/about**.

the future fox

Annette Jezierska | CEO | annette@thefuturefox.com

the future fox

The Future Fox is leading the way in providing AI-powered solutions for community engagement

We save you time and money by eliminating the manual, repetitive tasks involved in launching, analysing, and reporting on consultations.

www.thefuturefox.com

the future fox

Trusted by governments, local authorities and the private sector

Scottish Government
Riaghaltas na h-Alba
gov.scot

Department for Levelling Up,
Housing & Communities

HM Government

South Cambridgeshire District Council

Greater Cambridge Shared Planning

NORTHSTOWE

Bolsover District Council

SWHERTS Joint Strategic Plan
YOUR FUTURE

Oxford - Cambridge ARC

Southampton City Council

Hanwood Park

REDROW

Lewisham

Epsom & Ewell Borough Council

Sevenoaks District Council

Teignbridge .gov.uk

Glasgow City Council

Devon County Council

Bath & North East Somerset Council
Improving People's Lives

www.thefuturefox.com

INTRODUCING

ConsultAi

ConsultAI is an AI-driven platform transforming how Development Management teams analyse and report on consultation feedback to planning applications.

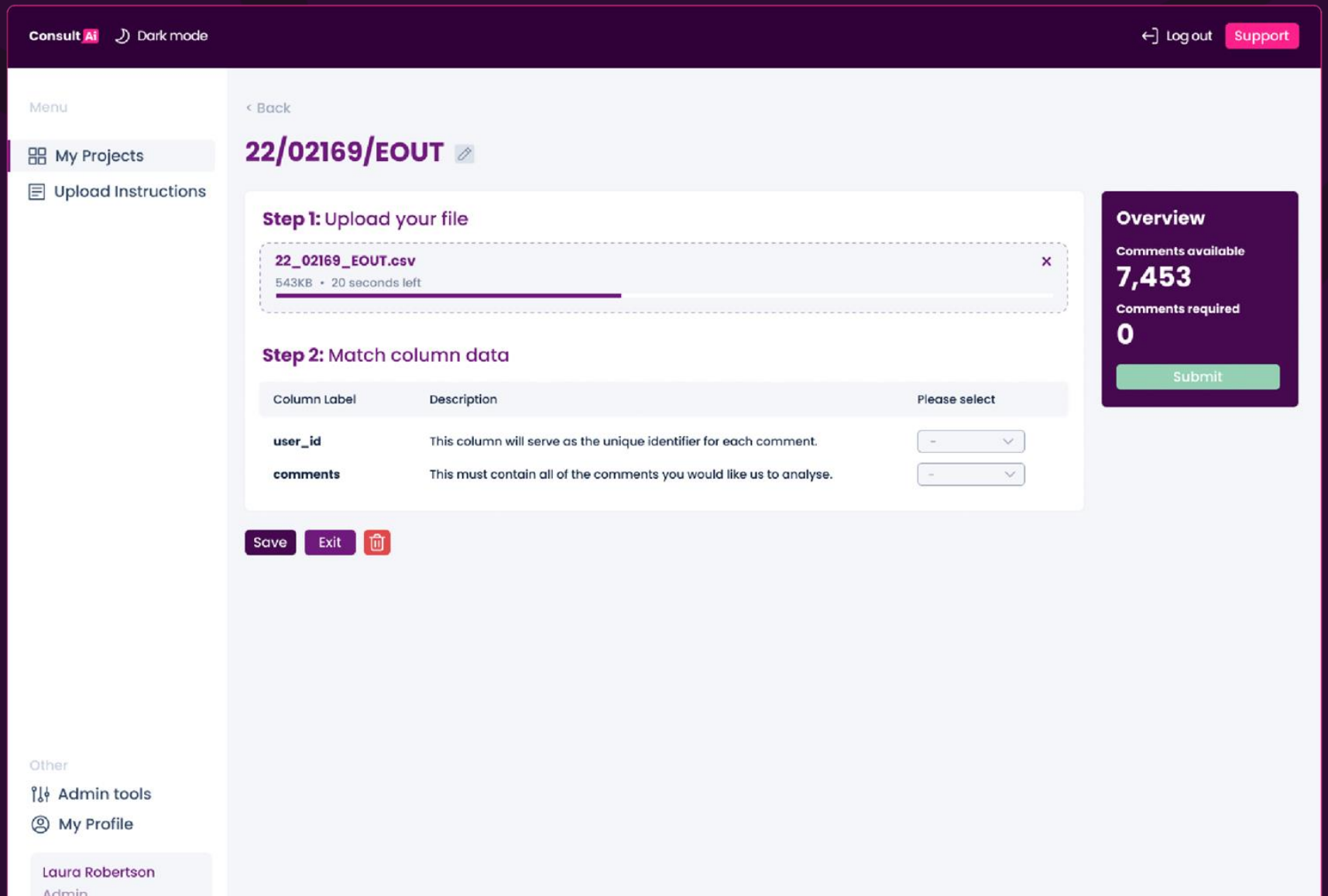
Consult Ai | the future fox

Designed in collaboration with Local Authority planning teams

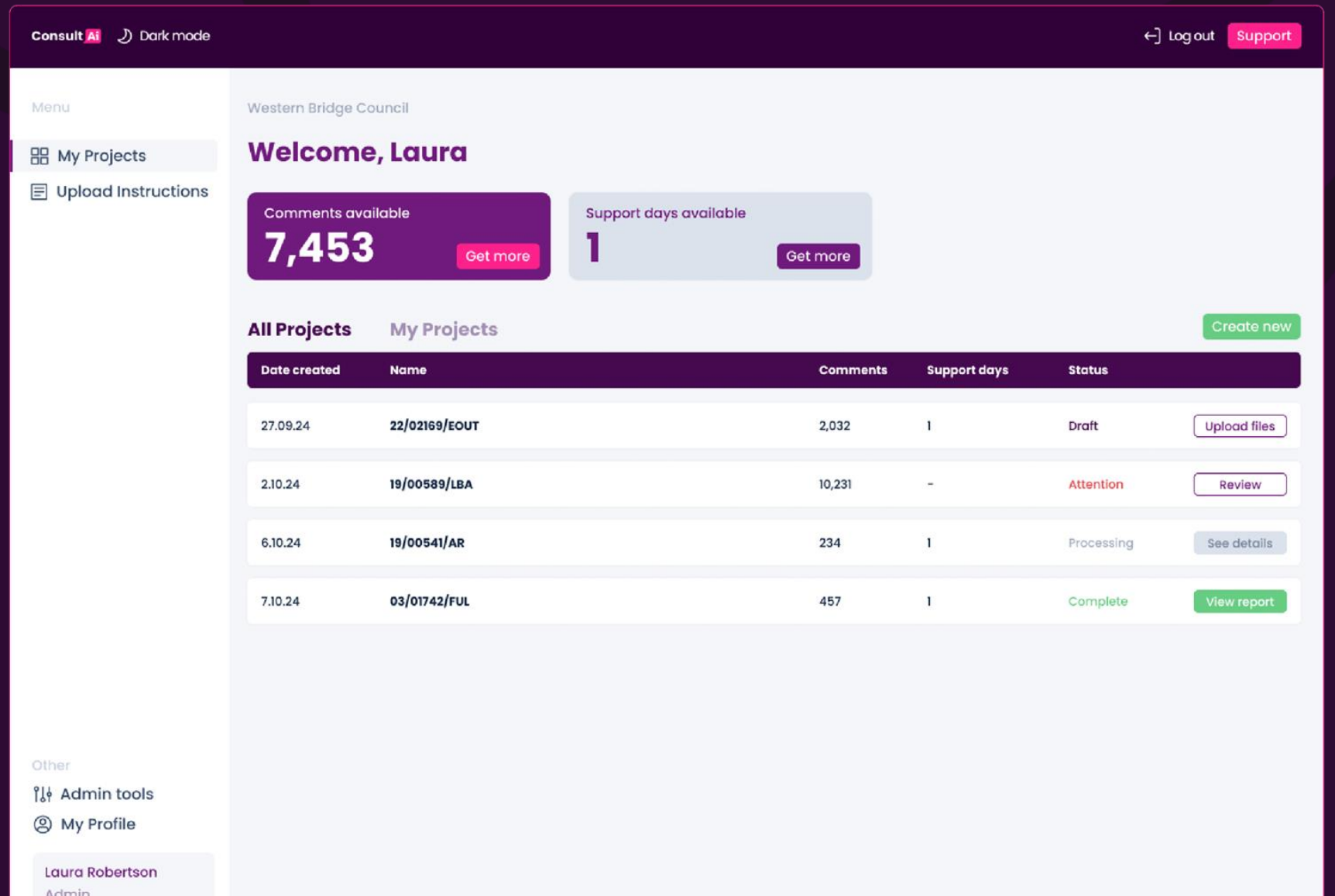
ConsultAI automates the traditionally time-consuming, manual tasks of feedback analysis—delivering faster, more accurate insights while saving both time and resources.

www.thefuturefox.com

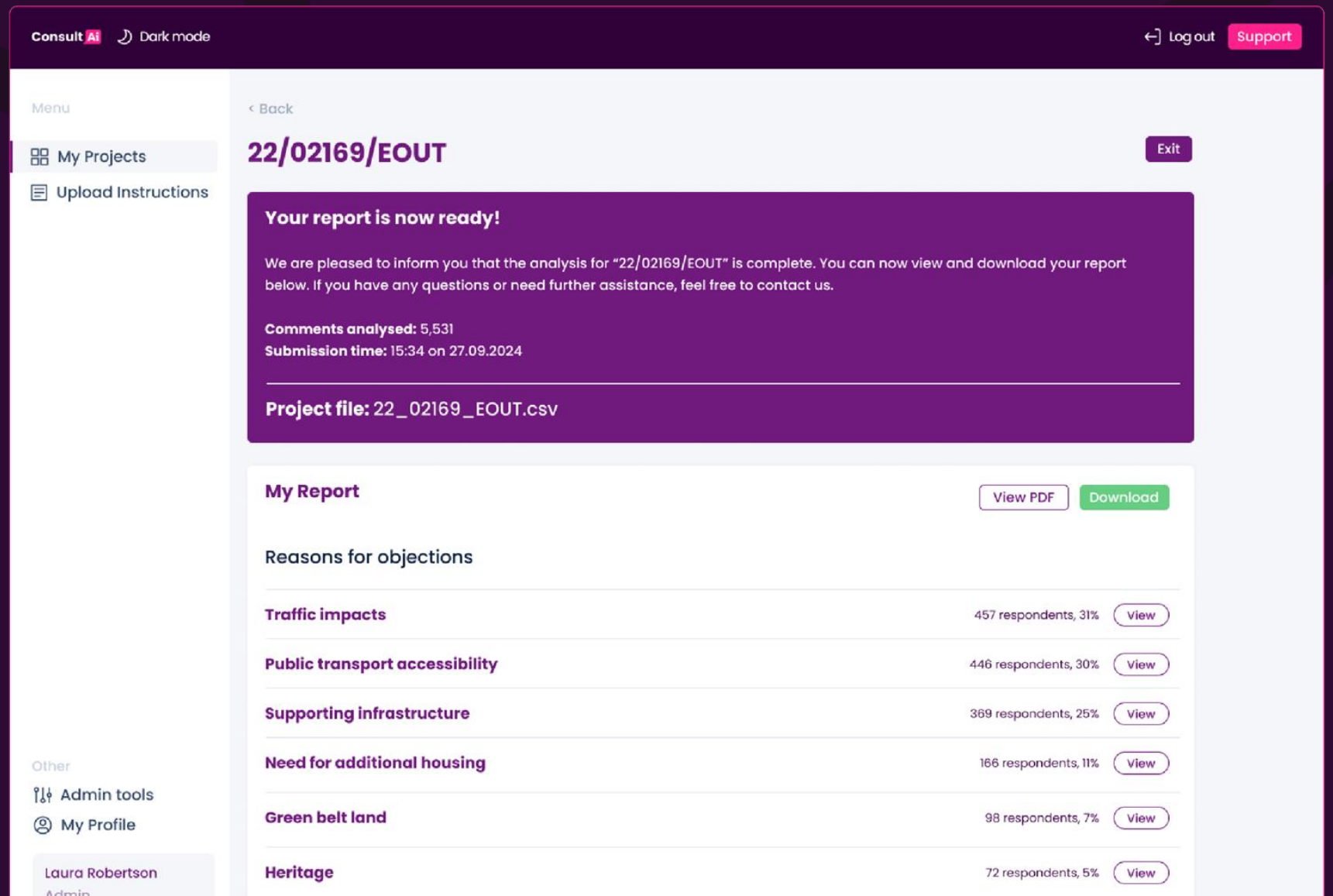
Just **upload** your consultation text data



Your data is then **analysed** using cutting-edge AI technologies



Your report is ready to **view and download**



Consult Ai | the future fox

Features

- Summarises long comments.
- Identifies key themes and categorises comments.
- Provides a summary table showing the number and percentage of comments related to each theme.
- Delivers a downloadable summary report with both quantitative and qualitative summaries of the representations.
- Reports are provided as editable docx files, ready for further editing and inclusion in the case officer's report.
- Easy data upload.

Consult Ai | the future fox

Benefits

- Saves days of case officer time on each planning application
- Saves significant costs annually
- Analyses unlimited volume of public feedback data
- Meets tight reporting deadlines
- Generates reports ready for submission to the planning committee
- Eliminates manual, repetitive tasks

Consult Ai | the future fox

Join the waitlist

Join our waitlist today, and we'll give you **free** access when it launches in December! This includes:

- **500 comments** summarised
- **Two days** of dedicated customer support

Just email us at annette@thefuturefox.com

or scan me

www.thefuturefox.com

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Ask the vendors: Q&A

Efficiency in the planning process *online networking breakout begins at 11:30am*

Local Government Association

PUBLIC

Comfort break

See you back at 11.15am

Showcase Information Brochure

Local Government Association

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Challenge 2

Improving local places

Showcase Information Brochure

www.local.gov.uk

Local Government Association

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Improving local places

Expert panel

Rikesh Shah

Head of Innovation Procurement Empowerment Centre, Connected Places Catapult

Luke Graham

Head Of Research & Strategic Insights, Pi Labs

Isabelle Chatel de Brancion

Business and Innovation Lead, Geovation

Background

This is a challenge felt across the sector..

The challenge

What is the challenge?

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

This is a unique challenge for councils to:

- Ensure resident's **public environments are clean and safe**
- Use **data-based insights to prioritise and optimise service delivery**, across services such as waste, litter, traffic incident and public transport planning and management
- Leverage smart technology to **monitor and support damp and mould management** in homes

podaris

Transport Challenges

- Rising costs
- Constrained funding
- Need for economic growth
- Changing demographics
- Changing behaviours
- Emissions reduction targets
- Engaged stakeholders
- …and more

podaris

Our Solution

Parametric Engineering

Travel-Time Modelling

Connectivity Analysis

Visualise and Query Data

Scenario Development

Scheduled Services

Custom Map Backgrounds

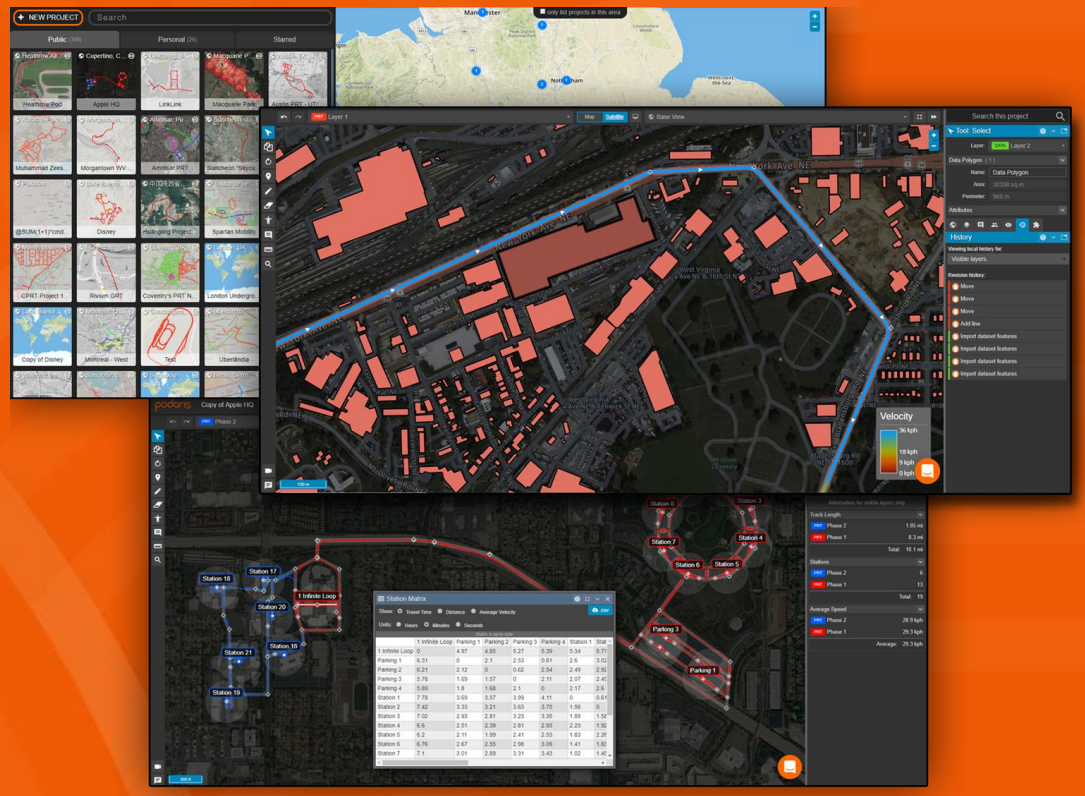
Real-Time Collaboration

Stakeholder **Engagement**

Multi-Modal Networks

Journey Planning

Mode-Choice Simulation



Coming Soon

Street Planning

Micromobility Solutions

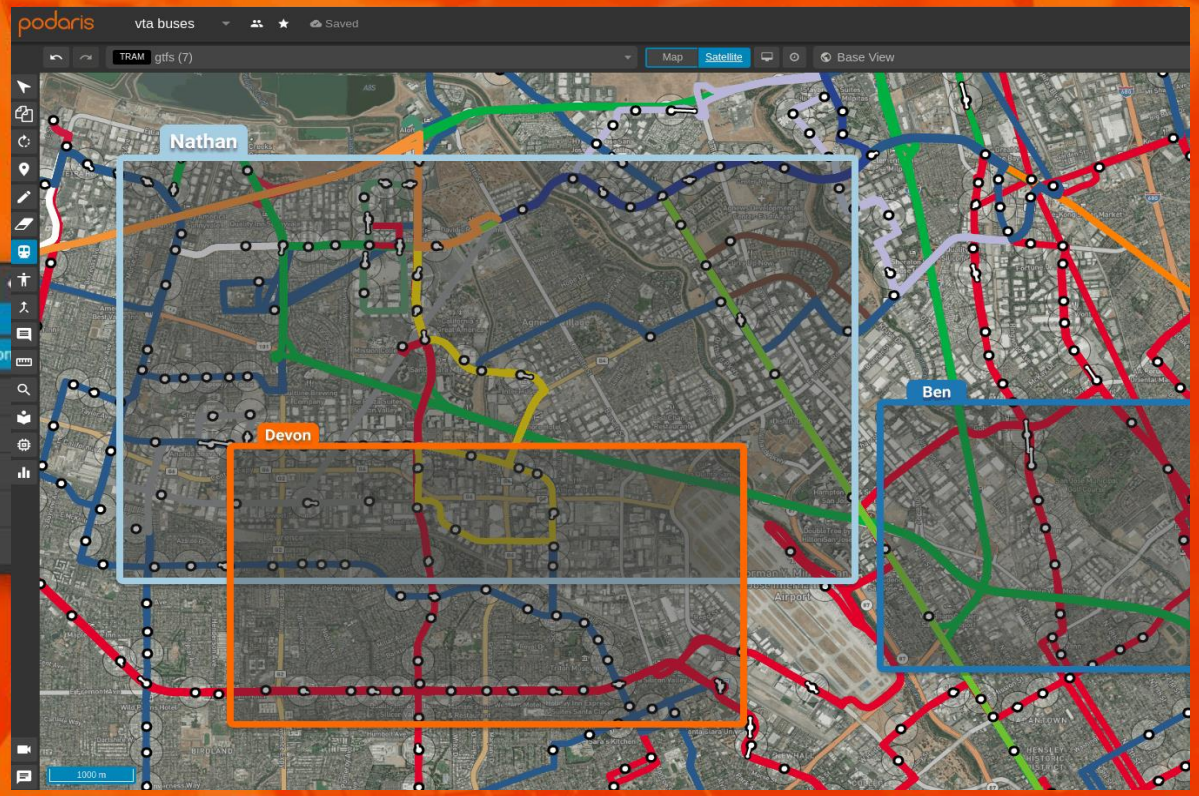
Data Libraries

www.podaris.com

podaris

Built for **real-time** collaboration

Empower interdisciplinary teams to explore concepts together, in real-time, on a **shared web-based platform**. Changes are immediately visible to all users, allowing teams to work collaboratively with unprecedented ease and agility, reducing feedback loops from months to milliseconds.



www.podaris.com

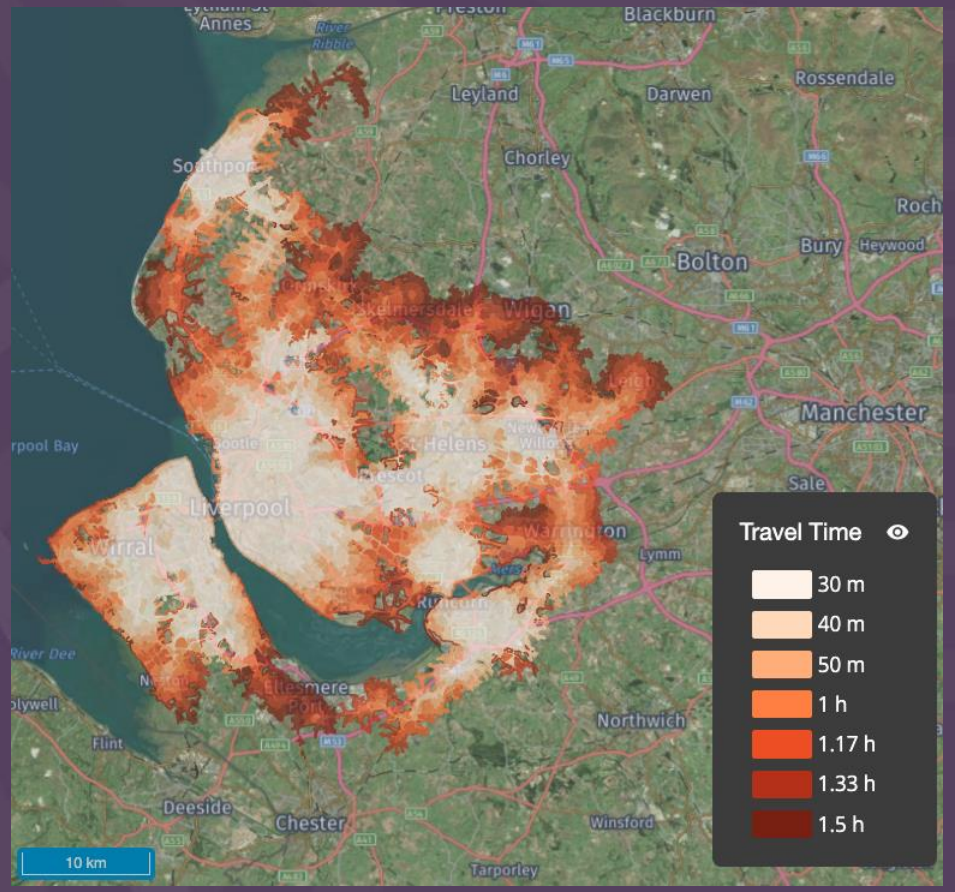
podaris
Customer Stories

Case Study: Supporting Franchising

LIVERPOOL CITY REGION
COMBINED AUTHORITY

METRO MAYOR
LIVERPOOL CITY REGION

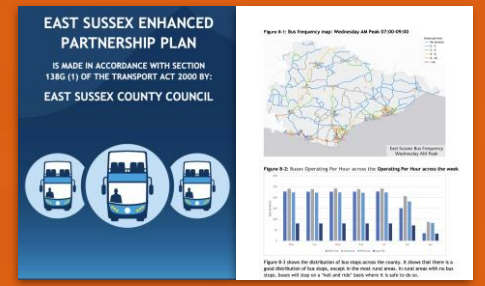
- Podaris is LCRCA's primary platform for bus network planning and analysis.
- The platform is used to analyse accessibility to bus services and assess the benefits and impacts of new routes or proposed changes.
- A key use of the platform is support the transition to a franchised network.
- Podaris is being used to understand the connectivity changes of proposed franchising phases, reporting on metrics such as the impact of resident's access to healthcare.



podaris
Customer Stories

Case Study: Bus Priority Infrastructure

How Podaris Supported East Sussex in Developing their Enhanced Partnership



Appendix Figure 3: Eastbourne Bus Rapid Transit 'BRT - West - Upperton Road south of the A259/A2270 junction

Appendix Figure 4: Eastbourne Bus Rapid Transit 'BRT - East - A259 Seaside Road/Seaside and St Anthony's Avenue to the southwest and northeast of Seaside roundabout

Since their first BSIP, which resulted in an award of £41.4m, East Sussex (ESCC) have used Podaris to support their ambitious enhancements to the bus network.

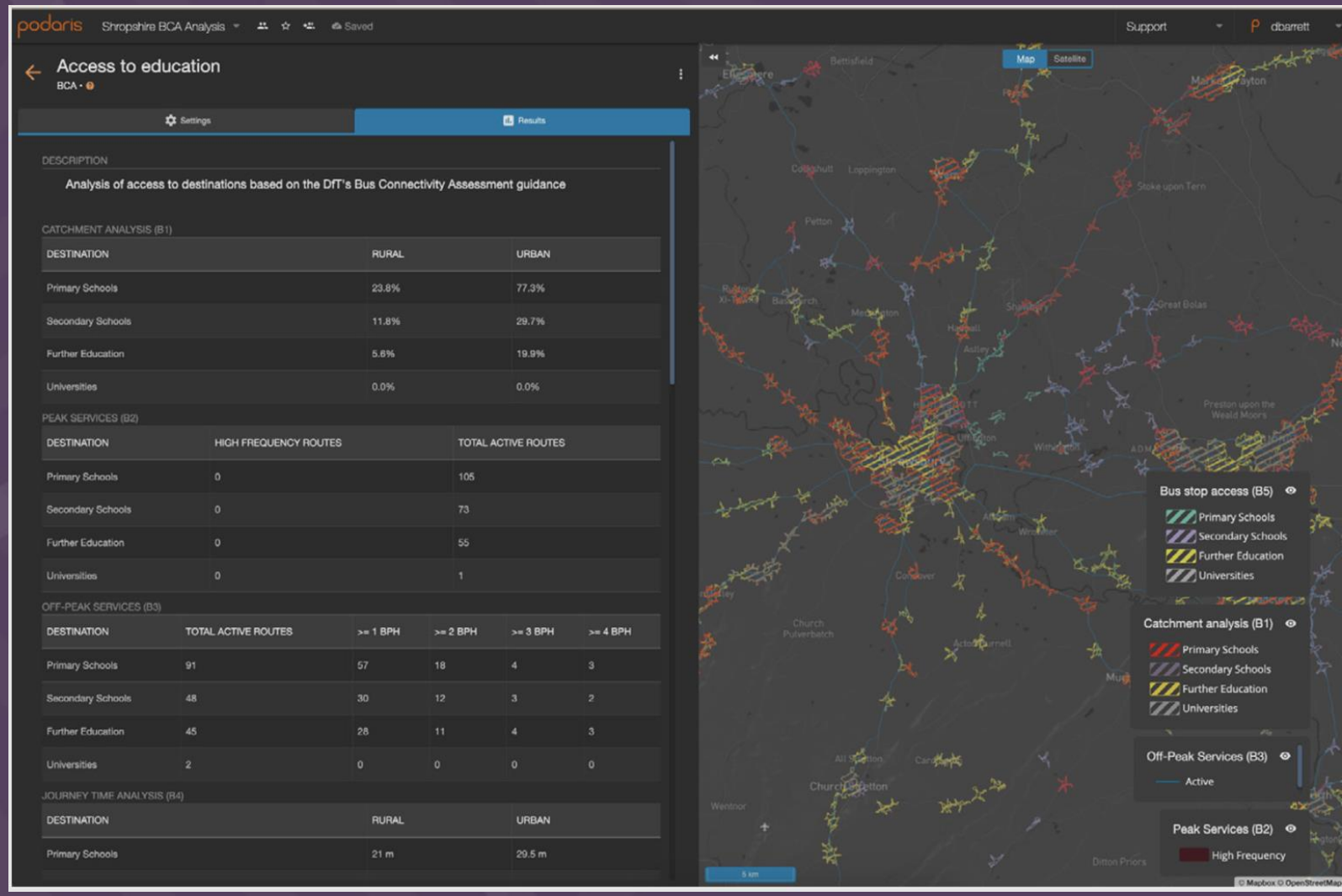
Feedback from public and stakeholder engagement highlighted the need for faster and more reliable services as being the top priorities.

Podaris was used to build the evidence base due to service delays and analyse the potential benefits for the seven proposed bus priority corridors.

podaris
Customer Stories

Case Study: Bus Connectivity Assessments

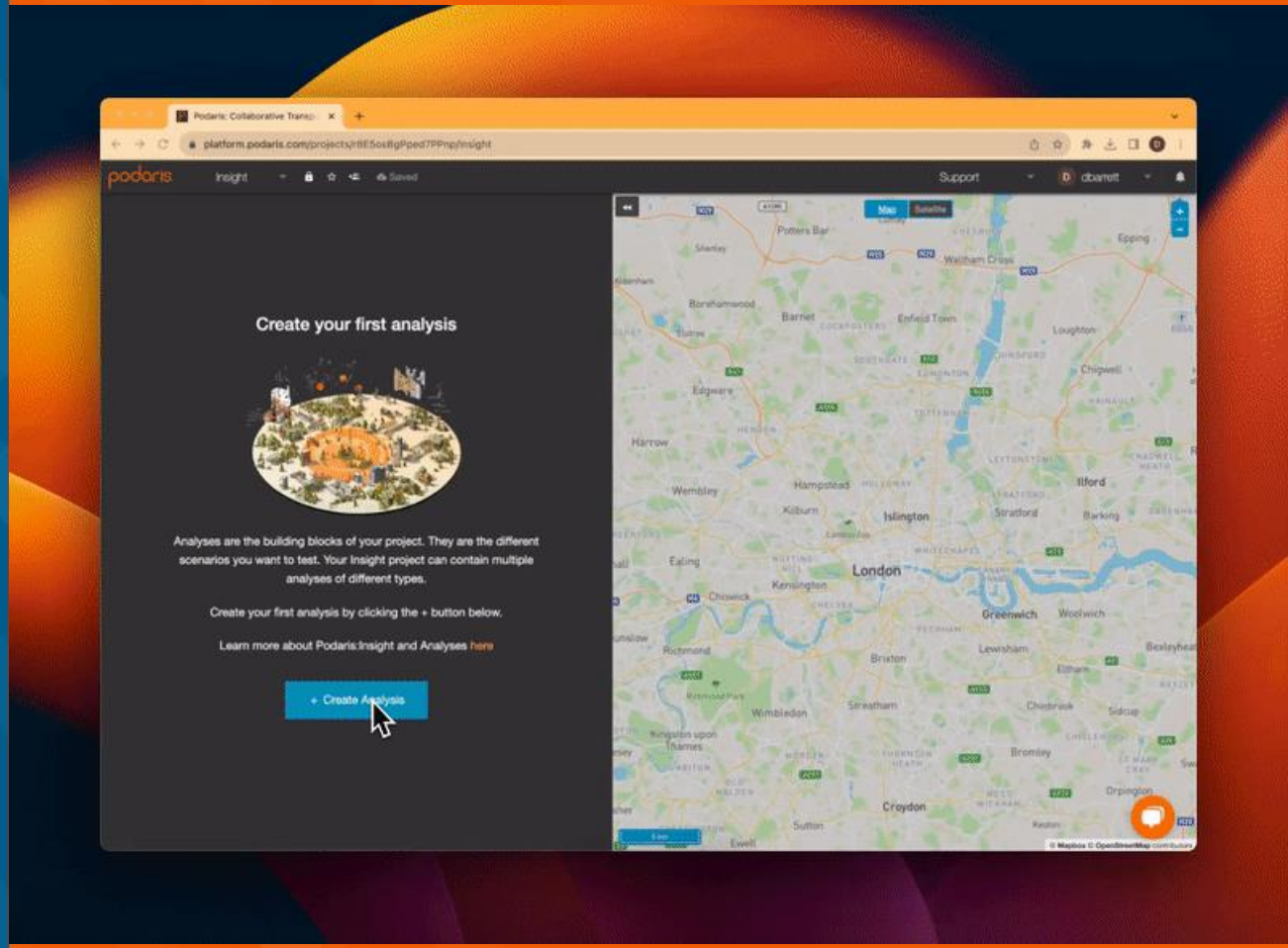
- DFT Required all English Local Transport Authorities to submit Bus Connectivity Assessments.
- Complex analysis could have taken weeks of effort for each.
- Podaris Insight engine quickly enhanced to make the data-wrangling and calculations take minutes rather than weeks.
- Was used with great success by > 20% of all English LTAs



podaris

An Ever Growing Library

- At the core of Podaris:Insight is a library of common and emerging accessibility metrics.
- Sensible defaults allow anyone to generate rich insights instantly.
- Easily configurable parameters and data sources save the need for building custom processes and solutions.
- New analysis types are added constantly.



podaris

Our Customers

- Local Authorities
- Planning Consultancies
- Property Developers
- Transport Planners
- Development Planners
- Policymakers

East Sussex County Council

Cambridgeshire & Peterborough Combined Authority

West Sussex County Council

Cheshire West and Chester

Translink

Gloucestershire County Council

ARUP

Mott MacDonald

WSP

SYSTRA

www.podaris.com

podaris

By making planning more agile, accurate, accessible, and collaborative, we make the transport and places of the future more innovative, integrated, inclusive, and sustainable.

Nathan Koren
nathan@podaris.com

Beth Fallon
beth@podaris.com

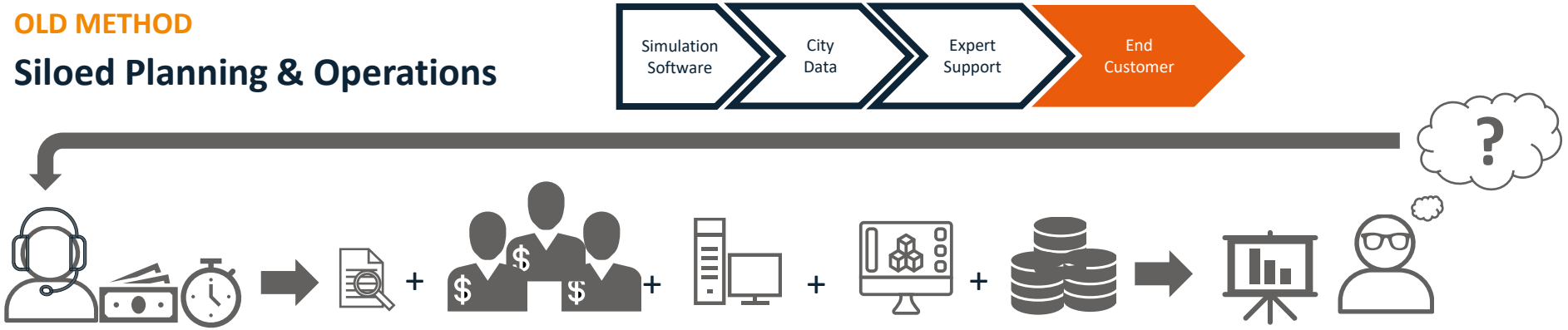
Immense
The Simulation Platform for effective impact assessments

Barrier: Planning, operating & maintaining transport

Transport decision-making processes involve answering questions

OLD METHOD

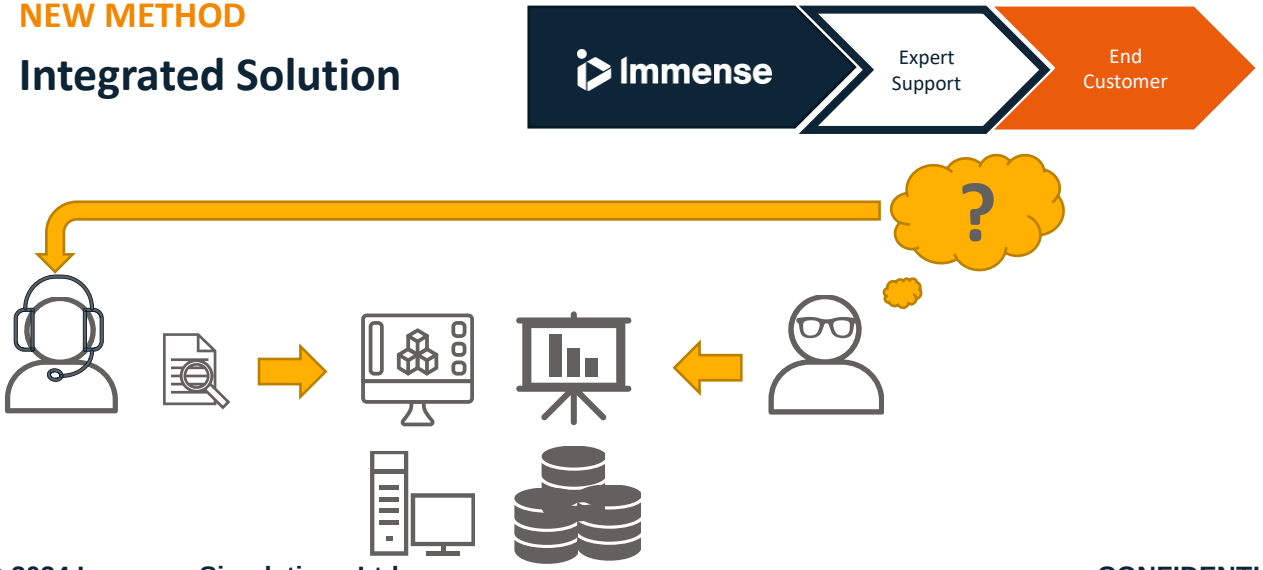
Siloed Planning & Operations



Increasing time and cost per question

NEW METHOD

Integrated Solution



Data, technology and modelling capability are ushering a new paradigm for transport simulation

Reduced time and cost per question

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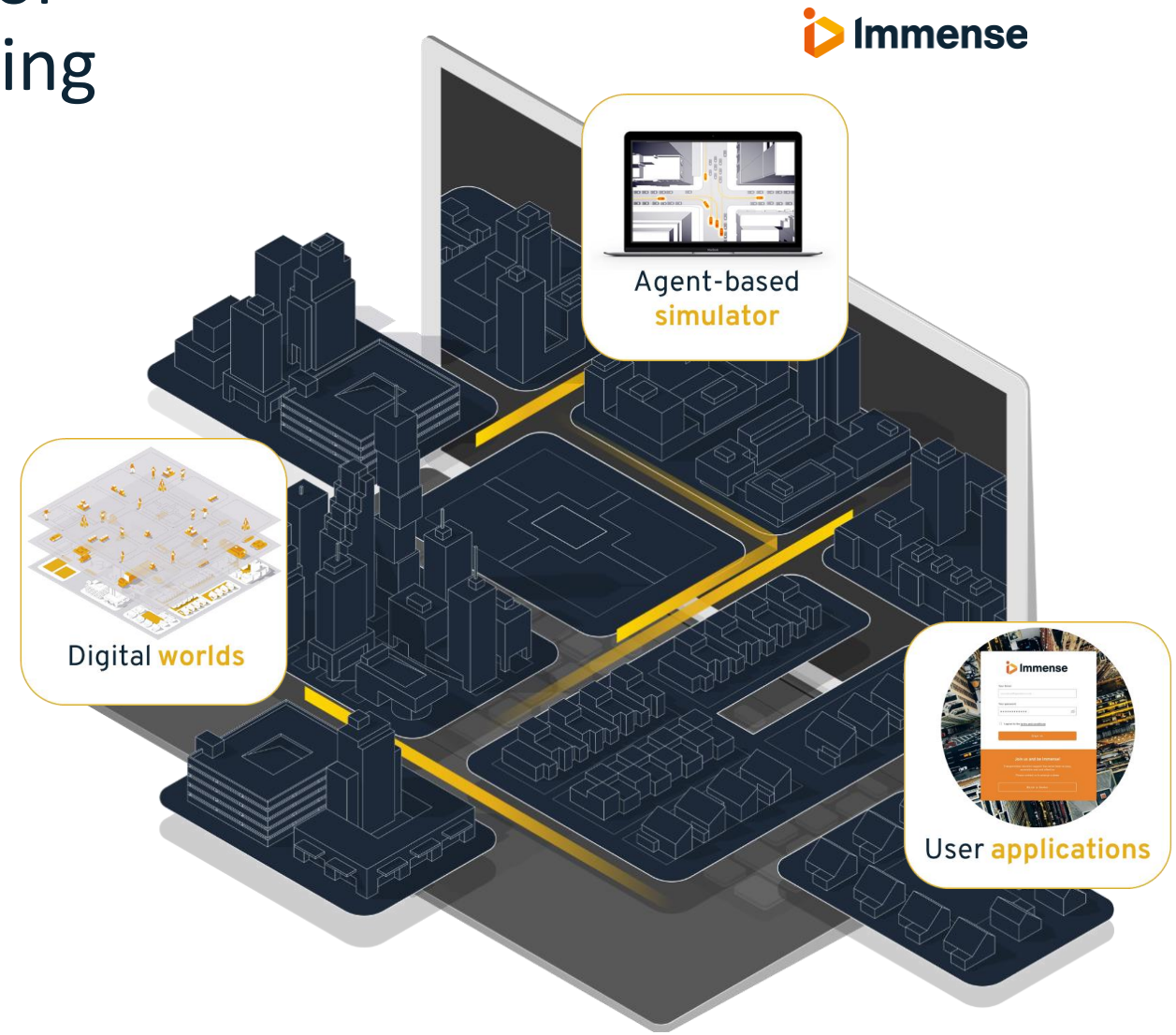
Solution: Simulation-as-a-Service for Transport and Infrastructure Planning

Making accurate scenario forecasts available on demand

- Quantified impact assessments for cost, time, energy and emissions produced for each alternative plan
- Accessible, map-based applications to empower a wide-range of users and share insights
- API integrations to provide customer workflows “powered by Immense” and bespoke reports
- Cutting-edge agent-based simulation capability available and scalable across large areas
- Global data coverage from trusted partnerships including public sector revenue share opportunity
- Provided on subscription with managed services and support to empower end-user teams



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National Coverage

here

Office for National Statistics

Department for Transport

Provides National behaviour

Select study area

here

GEOLYTIX

Department for Transport

Local Edits DB

Provides local detail

Automated Calibration with Human-in-the-loop QA

here

Estimated counts

Immense

Junction & signal config data

Immense

Traffic Counts for Calibration

Department for Transport

national highways

Activities & primary routes

Traffic management

Calibrated World model

Immense integrates data and supervised automation to provide high quality model

Validated Models

Traffic Counts for Validation

national highways

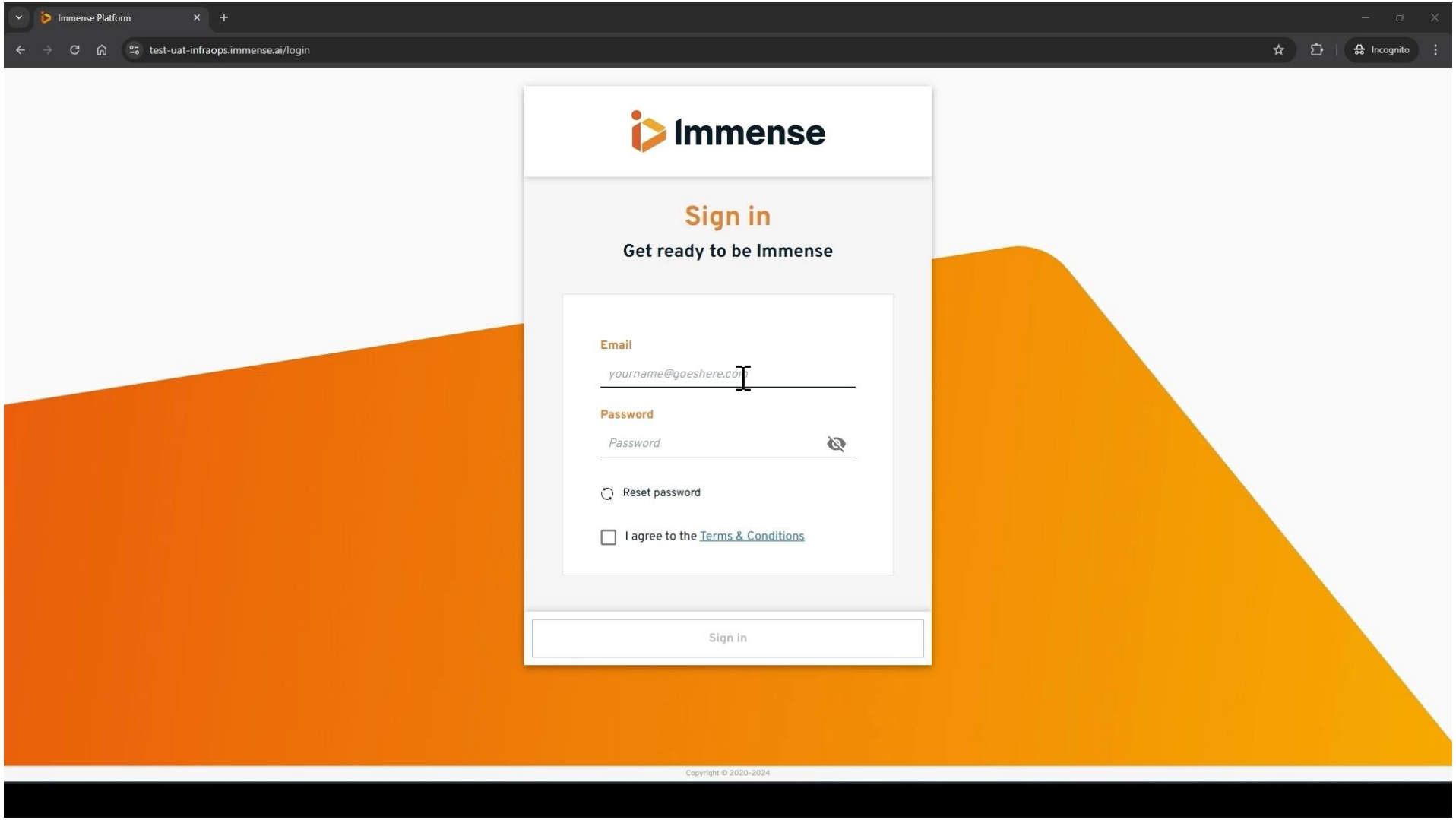
BT

Journey Times for Validation

Validation Reports

Provides assurance against independent data

Easy, accessible Transport Impact Assessments



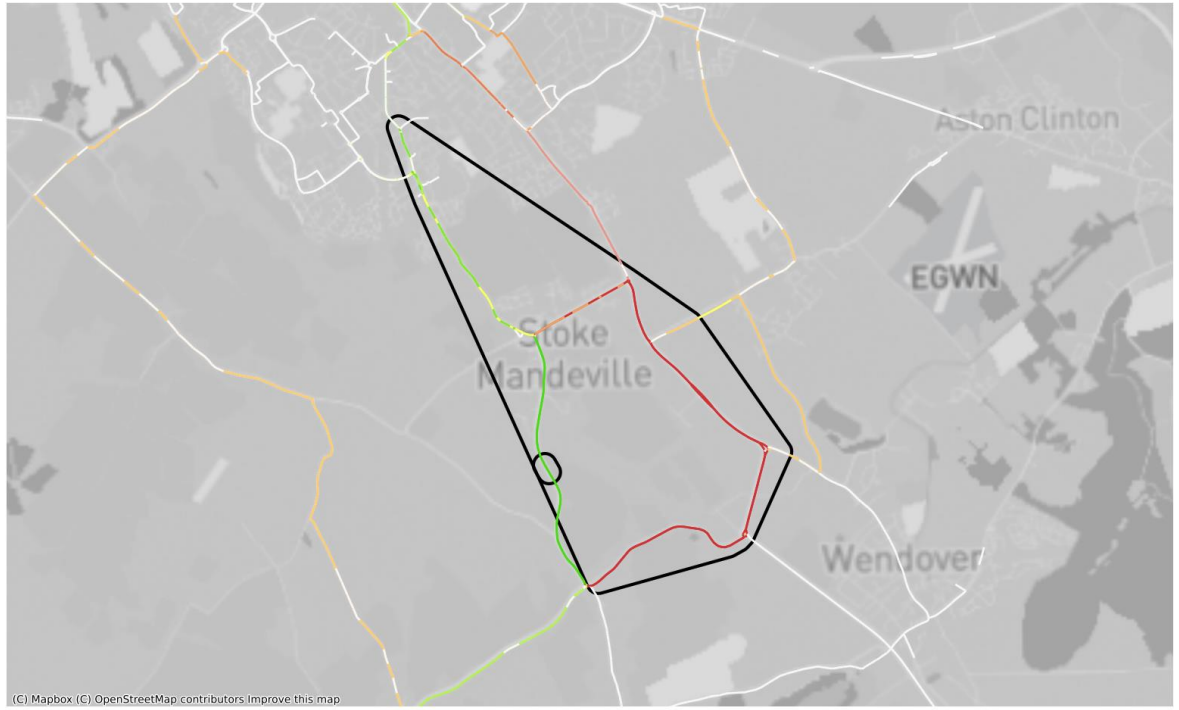
Scenario Impact Assessment Reports

Immense

DISRUP

CRITICAL

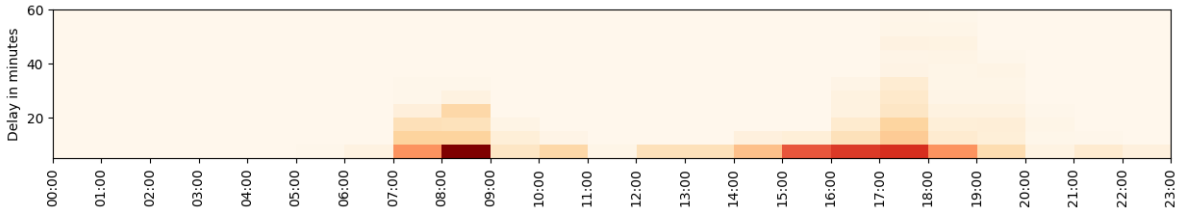
40% [illegible] motorists are required to be aware of the works to avoid widespread network effects

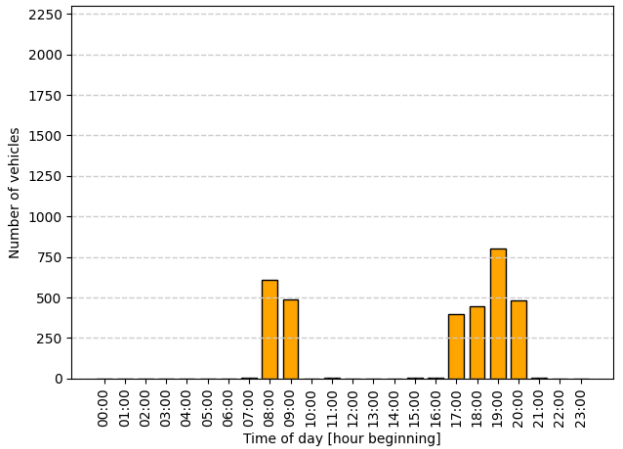


DELAY

VERY HIGH

Up to 50[illegible] motorists delayed by more than 15 minutes during a weekday assuming 15.0% of motorists are aware of the works





10,104 > 0

Number vehicles delayed by more than 0 minutes

3,257 ≥ 5 mi

Number vehicles delayed by more than 5 minutes

1,178 15 m

Number vehicles delayed by more than 15 minutes

OVERA

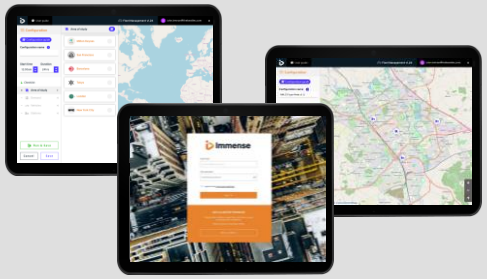
CRITICAL

Overall, this scenario is categorised CRITICAL, with VERY HIGH level of delays and CRITICAL number of drivers needing to be aware of the disruptions.

Products: One Immense platform, multiple applications, accessible insights

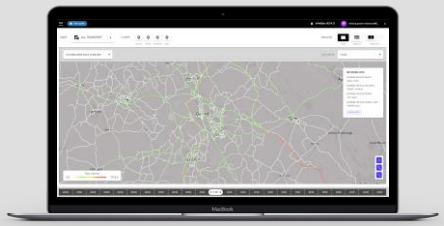
In each case scenario simulation quantifies costs, time, energy, carbon and other indicators for each plan

Fleet Operations



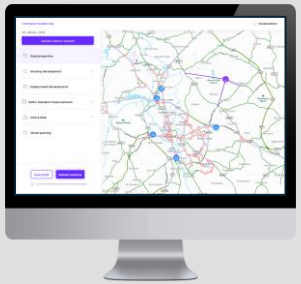
Test the deployment of on-demand fleets with new service models and vehicle technologies

Infrastructure Operations



Manage congested networks more effectively by simulating disruption and response

Regional Planning



Plan and design the deployment of new transport infrastructure, housing and employment sites

© 2024 Immense Simulations Ltd

Partnerships and anchoring: Infrastructure Planning and Operations Co-creation with UK public sector

Immense

Our simulation platform powers public sector applications to assess infrastructure planning and operational use cases supporting Local, Regional and National customer groups with differentiated products and data

highways england

Department for Transport

OXFORDSHIRE COUNTY COUNCIL

MIMAS

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

LONDON ROADLAB

Creating a simulation platform suitable for use in control centre environments

- On-the-ground engagement with users to capture requirements
- Creation of productised workflow to generate insights for users
- Deliver and test of pre-production system

Leveraging real-time data to improve operational decision for traffic management

- Integration of RT data feeds to simulation platform
- Work with proto-client (Oxfordshire) to provide UX insight
- Enable improved traffic management and response strategies

Deploying a next-generation simulation platform for transport and infrastructure planning

- Simulation of transport and infrastructure for Oxfordshire
- Used to assess the impact of housing or employment sites and infrastructure
- Vastly improved workflow for fast, iterative transport modelling

Reinventing roadworks planning, impact analysis and collaboration with the utility industry

- Collaboratively plan roadworks across London
- Increase confidence in decision-making around roadworks planning
- Provide additional simulation tooling to support efforts to improve road safety

Crown Commercial Service Supplier | CYBER ESSENTIALS | We are an HM Government G-Cloud 11 Supplier | ISO 27001 | aws Qualified Software

ISO27001 accredited, registered on digital portals and an AWS Validated Partner

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Delivery Team: Leadership bios

Robin North MEng PhD
CEO & Co-founder
www.linkedin.com/in/robin-north

Transport industry specialist engineer with 20+ years' experience in analysis, modelling and research. Former faculty member at Imperial College and Lead Technologist at Transport Systems Catapult. Led Immense from concept, through technology development to form global partnerships and bring our products to market.

Didac Busquets BSc PhD
Chief Scientist & Co-founder
www.linkedin.com/in/didac-busquets

A computer scientist specialised in AI and agent-based simulation. Able to "think outside the box" and provide creative solutions to challenging transport problems. Background in academia and R&D programmes; Marie Curie Fellow (Imperial) and Fulbright Scholar (Carnegie Mellon). Led development of core simulation platform capabilities.

Carl Goves BSc MSc CEng
Chief Engineer & Co-founder
www.linkedin.com/in/carl-goves

Expert transport modeller and Chartered Engineer specialised in novel data and analytic methods for confident appraisal of strategic transport systems interventions. International engineering consultancy background (PB, public authorities) and the London Olympic Games winning award for 'Greatest Contribution to London' in 2013. Led development of modelling approaches and workflow automation.

Vittoria Parisi BEng MEng MSc
Head of Product Delivery
https://www.linkedin.com/in/vittoria-parisi

Product lead with transport modelling and Civil Engineering background. Expertise in public sector implementation of modelling workflows and analyses including delivery to major UK and international clients. Responsible for product roadmap & customer success.

Commitment
Because we are committed to one another, our customers and our business. We will always commit to do the right thing and seek the...

Courage
To thrive on challenge and make brave decisions. We never settle for the status quo and find that...

Collaboration
Empowers us to nurture relationships with each other and with our customers, Our relationships are based on trust and integrity which is why we...

Care
Passionately in valuing the importance and input of every individual we engage with. Put simply we CARE and this creates our unique...

Culture
Where we work together, and together we are truly Immense!

© 2024 Immense Simulations Ltd

Immense

Thank You

Imagine what we can create together.

Dr Robin North, CEO and Co-Founder

robin.north@immense.ai

www.immense.ai

Crown Commercial Service Supplier | CYBER ESSENTIALS | We are an HM Government G-Cloud 11 Supplier | ISO 27001 INFORMATION SECURITY | aws Qualified Software

AS FEATURED IN: Forbes WIRED BBC Tech Tent \sifted/ FleetNews

LGA Showcase
Alchera for Local Authorities

November 2024

Contact: Tom McKenna

Tom@alcheratechnologies.com

COMPANY

Alchera Technologies: data-driven mobility experts.

250+ YEARS OF INDUSTRY EXPERIENCE

20+ PEER-REVIEWED PAPERS

Alchera is a specialist in enterprise-grade mobility and infrastructure systems, providing software tools and machine learning to power data-driven infrastructure.

Alchera specialises in helping operators of road networks to maximise operational and commercial value of fragmented mobility data.

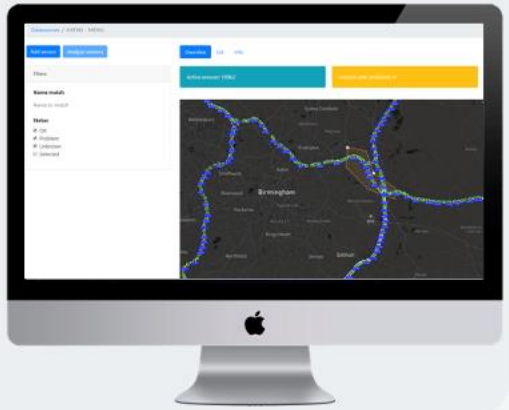
Our flagship platform, analyses & fuses data in real-time from existing sensors across the road network - including cameras, connected vehicles, GPS and IoT sensors - providing auditable access to relevant stakeholder groups both internally and externally where data can be shared for wider impact.

TEAM EXPERTISE

University of Cambridge, Jaguar, Land Rover, Bank of America, TRL, UBS, Blackstone, Imperial College London, BMW, StarLeaf, PA, Siemens, Barclays, UCL, NVIDIA

SELECTION OF OUR CUSTOMERS

Norfolk County Council, national highways, Cambridgeshire County Council, Lancashire County Council, City of York Council, Oxfordshire County Council, Connect Plus Services



Alchera Data Hub: Get the most out of your mobility infrastructure.

Alchera automates data collection, analytics and reporting for all your mobility data so you can focus on addressing the big picture.

WHAT DOES THE ALCHERA PLATFORM DO?

All your historic and real-time data in one place. Quality checked, cleaned, enhanced and monitored. Easy to access for internal and external teams.

Analytics & Machine Learning, to fuse data and produce the key KPIs & insights you need as evidence to inform key decisions.

Alchera Data Hub: unlocking mobility data across the ecosystem.

Alchera has an extensive library of data connectors and builds new connectors for mobility sources free of charge. Additional data sources can be added (including importing historical data) at any time.

- Fully managed data pipelines
- The ability for data providers to push data to the Data Hub in real-time
- The ability for Alchera to pull data from providers on any agreed schedule
- Transformation and normalisation of data as it comes into the Data Hub
- Full pipeline monitoring to identify upstream outages – notification to both the client and the data provider of any data gaps
- Catch up mechanism for upstream outages, enabling data to be backfilled and maintain data integrity (where available from the data provider)

A sample of some of the data sources Alchera regularly uses.

SOLUTION

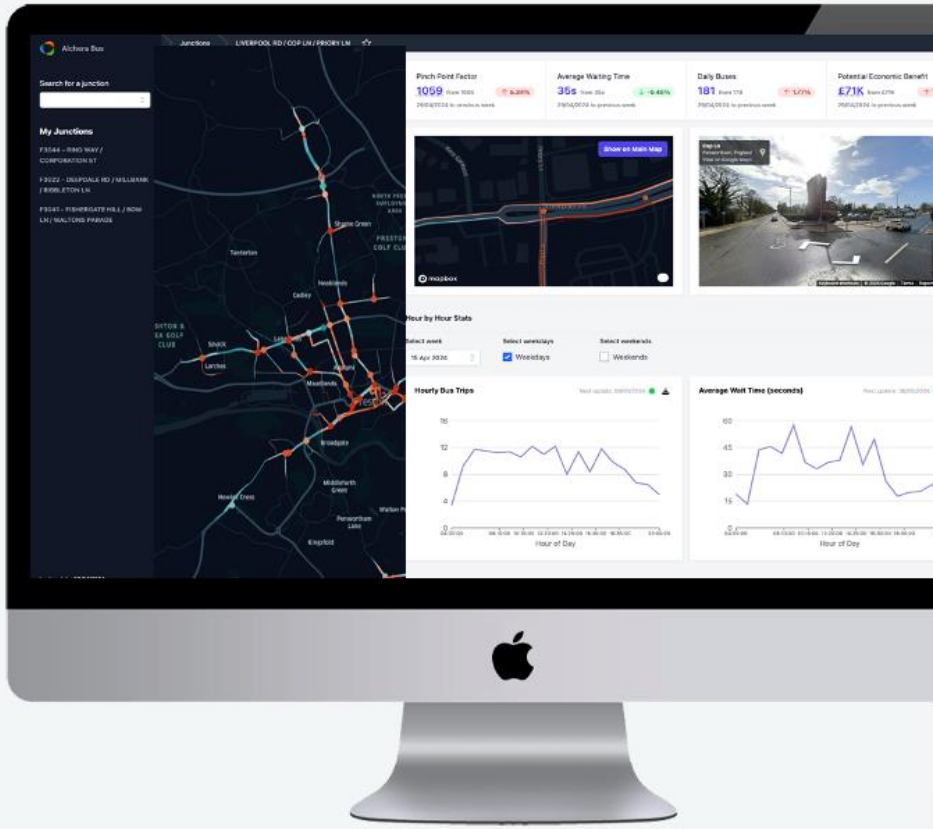
Alchera Bus: insight from infrastructure to get the most out of bus networks.

Alchera Bus is used by Local Authorities, transport bodies and their supply chain, to gain visibility of the local bus network.

The tool can help investigate historical & real-time bus activity to monitor, evaluate and improve bus networks, to unlock better decisions on timetables, signal interventions and prioritised investment.

- measuring & monitoring key KPIs, such as reliability, punctuality, average speed and patronage.
- systematically identifying “pinch points” – individual road segments and junctions within corridors where buses are being slowed down or have high variability in the time it takes buses to pass through.

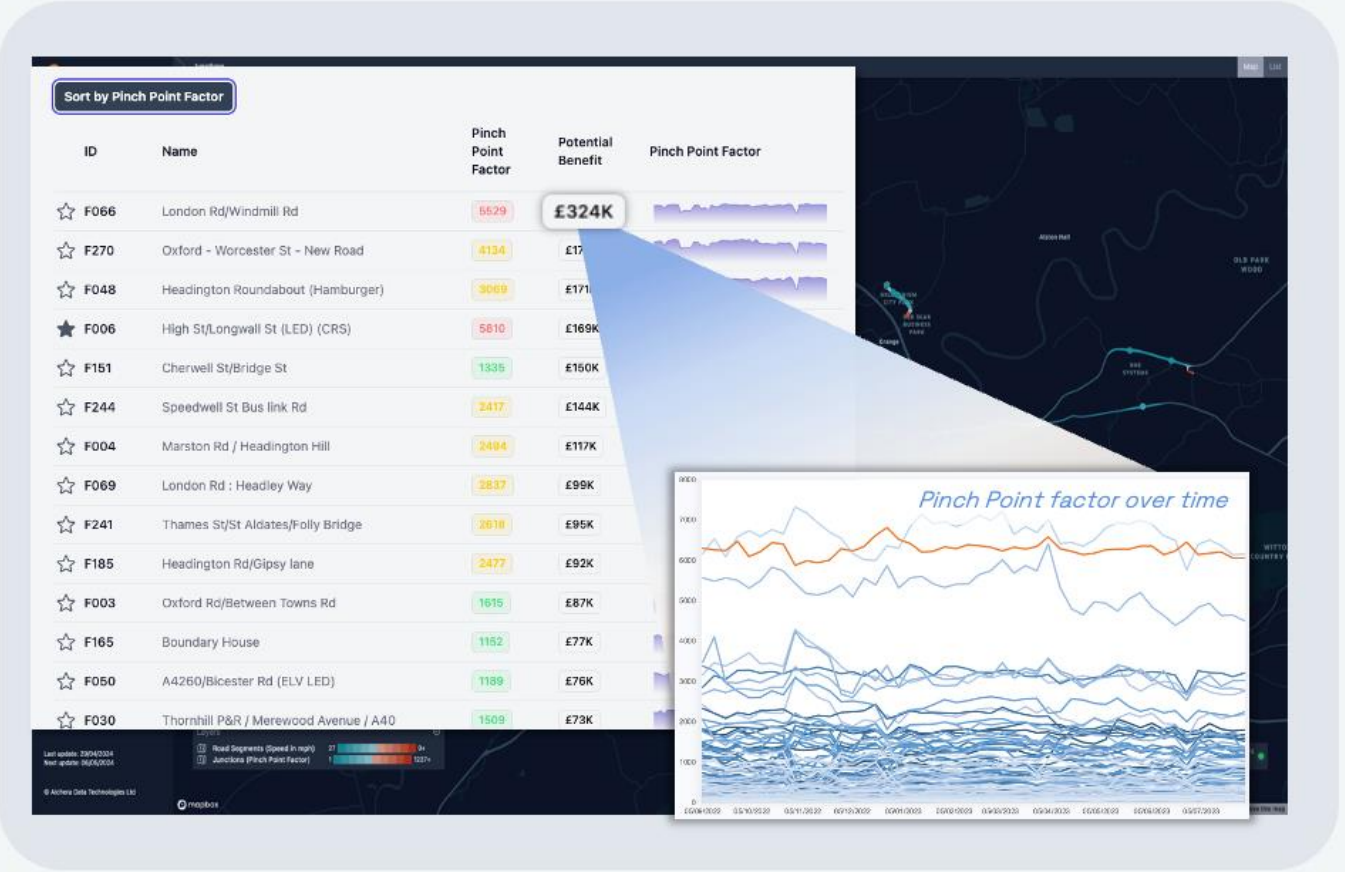
These insights provide data-driven evidence to target junction/corridor level improvements to improve the free-flow of buses an networks for all.



Alchera Bus: powerful analytics quantifying and ranking pinch points.

Proprietary analytics build upon robust data pipelines, taking raw BODS data and other data sources, to calculate a validated “pinch point” metric and economic benefit calculation.

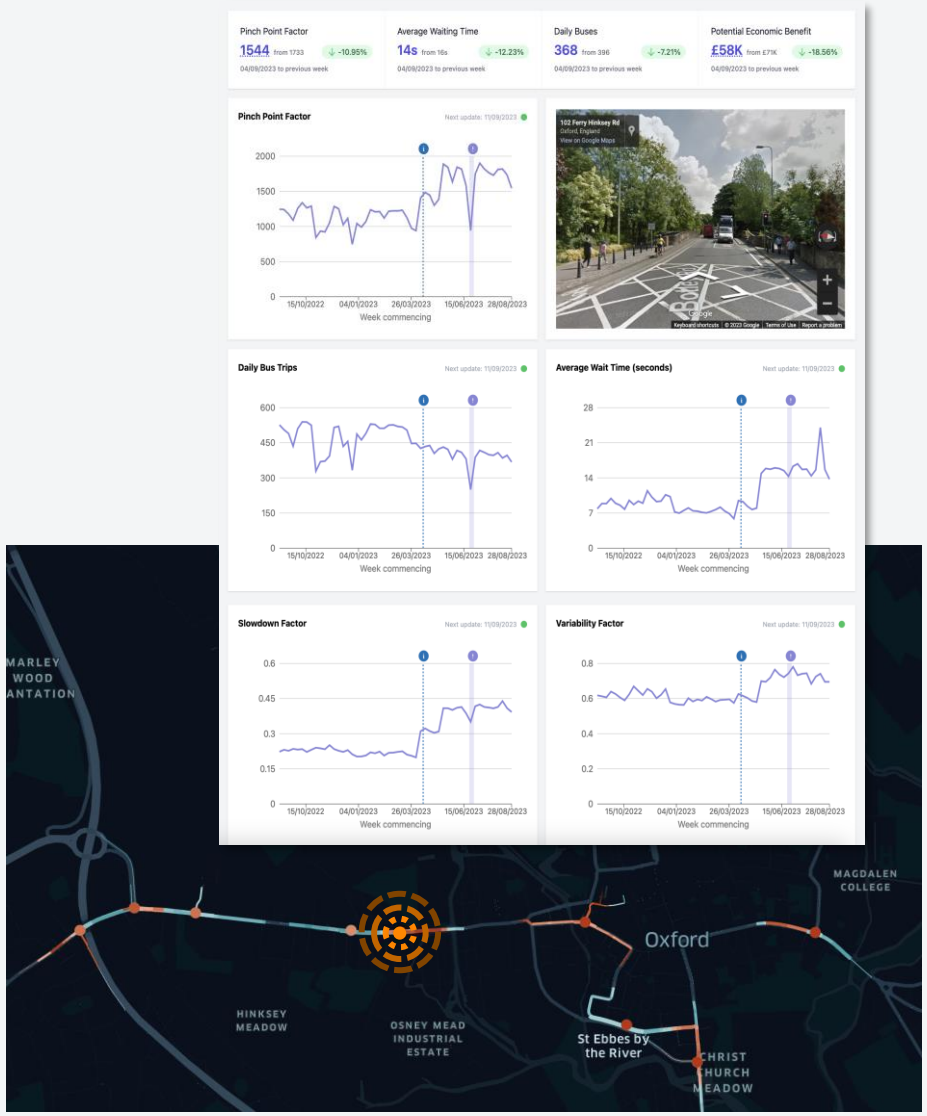
- Quickly identify the “worst” junctions on the network
- Quantify economic impact of junction improvements
- Validate & maintain forecast benefits of interventions



Alchera Bus: monitor interventions and validate.

Alchera Bus can be deployed “always on” or as a single analysis, performed multiple times over the year, using a repeatable approach.

This allows users to investigate previous decisions and validate that areas flagged for improvement, are supported by data and provide the greatest economic gains for the region, accounting for improvements already implemented in the network, in addition to any other external factors.



CAPABILITY

Alchera Technologies: experts in delivering AI for productivity in infrastructure.

Validated metrics

Key KPIs to ground decisions. Granular, quantifiable and comparable metrics across all of the mobility network, covering multiple travel modes. To include metrics such as journey times, reliability, trip counts and wait times.

Tools for investigation

Easy to explore user interfaces, increasing accessibility to data and removing barriers to sharing. Maximise the use of data for monitoring, validating decisions and evidencing the return on investments.

Repeatable capability

Opportunity to easily re-run analytics. Solutions allowing for future and real time monitoring and evaluation requirements, completed using identical criteria, providing a ready-made report for internal and external stakeholders.

Workflows behind problems

Investigating, understanding, and improving with purpose-built AI.

Integration with legacy systems

Data inputs and dashboard / tool outputs to ensure adoption & benefit realisation.

Machine Learning experts

Experienced deployments of data science & modelling, extracting insights from mobility & geospatial data.

Thank you for listening. Questions?

LGA Showcase

November 2024

Contact: Tom McKenna

Tom@alcheratechnologies.com

Local Government Association

PUBLIC

Ask the vendors: Q&A

Improving local places *online networking breakout begins at 1:50pm*

Local Government Association

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Lunch

See you back at 12.40pm

Showcase Information Brochure

Local Government Association

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Empowering ethical and safe procurement of AI

Procuring AI that works for people and society

LGA Tech Innovation Showcase
November 2024

Ada Lovelace Institute

Independent research institute with a mission to ‘make data and AI work for people and society’

Background and context

- Expectations and optimism about AI improving public services
- But AI and data-driven systems can have harmful impacts and damage public trust if not used carefully
- Public sector is held to a higher account than private sector on equalities (PSED)
- Procurement is an important process in deciding what and how technologies get used for public services
- Local government an interesting case study, due to the expectation of a lot of direct to community service provision – including working with some of the most vulnerable populations – amid huge resource pressures

Can procurement be a lever for *achieving societal benefit* from data and AI technologies?

- **If so, how?**
- Do procurement teams have the infrastructure, support and guidance to ensure AI buying decisions lead to societal benefit?
- What are the challenges or opportunities that exist for procurers to achieve positive societal outcomes when procuring data and AI technologies

Methods

- A **document analysis** of guidelines and legislation supporting procurers aim for or assess social benefit
  - public engagement, inequalities/bias/fairness, transparency, public benefit/social value, and impact

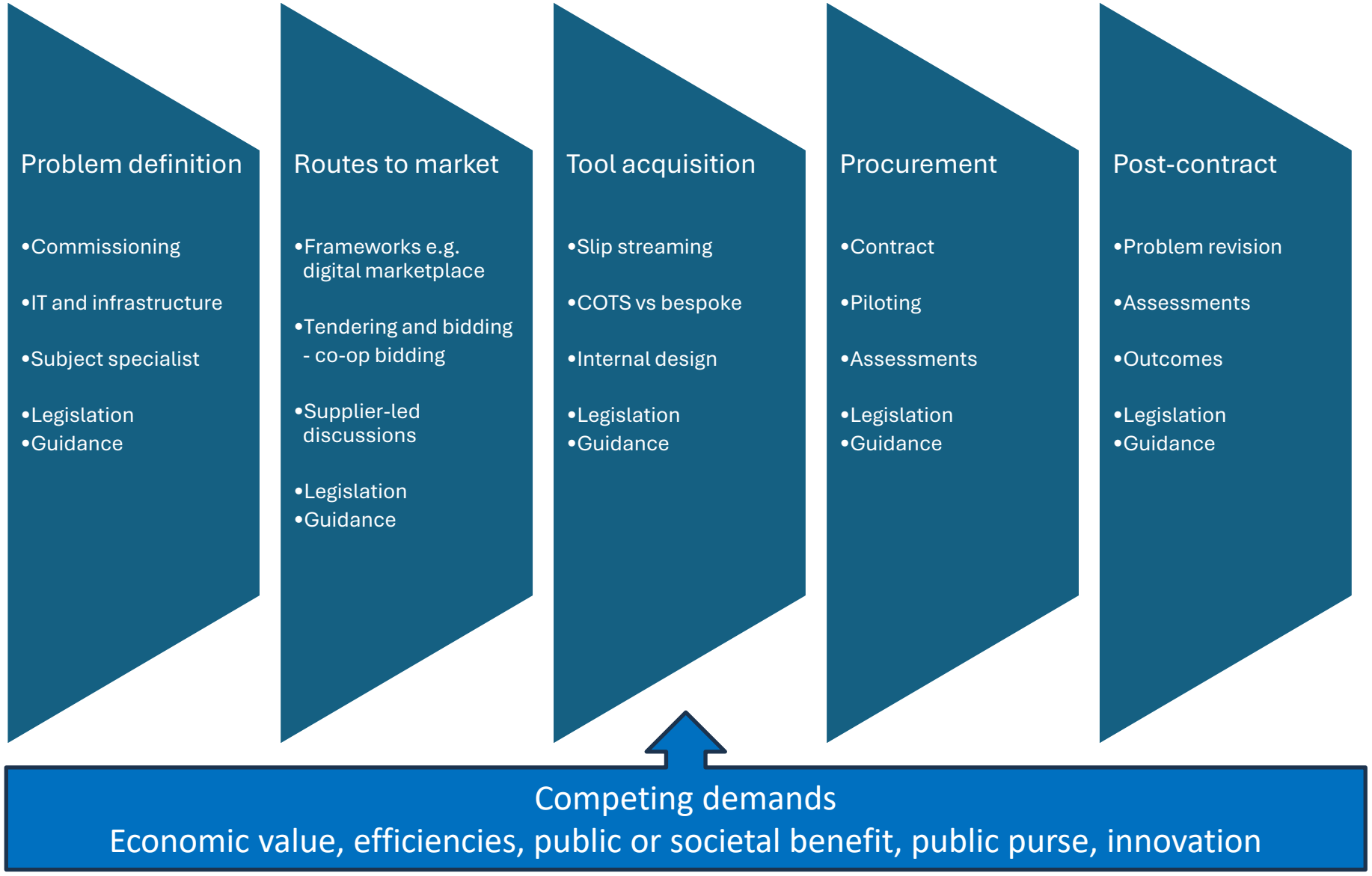
- **Cross-industry discussions and workshop** of challenges and opportunities when procurers are buying AI technologies

	Guidelines for AI Procurement (DSIT, DCMS, BEIS, OAI)	A guide to using AI in the public sector (DSIT, OAI, CDEI (RTA))	Understanding AI ethics and safety (DSIT, OAI, CDEI)	Understanding AI (DSIT, OAI, CDEI)	Assessing whether AI is the right solution (DSIT, OAI, CDEI)	A pro-innovation approach to AI (Government white paper)	Data Ethics Framework (CDDO)	GDPR (ICO guidance)	PSED (EHCR guidance)	Procurement Act (Government Commercial Function summary)	Social Value Act (Cabinet Office and LGA guidance)
(In)equalities /fairness	★	★	★	★		☆	★	★	★	☆	
Transparency	★		★	★	★	☆	★	☆	★	★	☆
Public engagement						☆	★		★		★
Public benefit /social value	★	★		★		☆	★			☆	★
Impact assessments	★		★			☆	★	★			★

Local government does not have access to a clear and comprehensive account of how to procure AI in the public interest

- There are many different terms are used to measure societal benefit throughout the procurement guidance and legislation.
- The guidance available to local authorities lacks specificity about how and where to operationalise these themes for societal benefit.
- There is little practical advice on how to engage suppliers in conversations about the broader social impacts of their technologies.
- This is further complicated by a lack of clarity on the definitions of key terms, including ‘AI’.

Roadmap – process, challenges and opportunities



Overall findings

Procurement is an essential mechanism for ensuring data and AI work in public sector, but:

Ecosystem currently not equipping LAs with what they need

- Multiple challenges to achieving or assessing positive impact when procuring
  - Confusing landscape of AI (what is it), and associated regulation/guidance
  - Data (needed/shared/valued, responsibility and governance) and (right) infrastructure
  - Technological uncertainty (what it does, how it works, when it is right solution)
  - Knowledge and expertise imbalances – favours tech, forced relationships
  - Failures in market – monopolies, market capture, SME minimised, middlemen/suppliers/developers

Correcting this goes beyond tinkering with guidance

National Taskforce on Procurement of AI in local government

- A need to draw multiple threads together and empower local government
- Our proposal is a National Taskforce on Procurement of AI in local government, to…
  - Align aspirations of central government for AI to the reality and complexity of local government procurement
  - **Work collaboratively across central gov departments and local gov roles** (specifically in local domains: data engineers, commissioners, governance and IT and digital leads, policy and strategy, procurers, contract managers, members of the public) – be led by on-ground-experience and work with existing networks and hubs on the ground
  - Anchor to Procurement Act 2023 implementation

Taskforce remit

1. Unify regulatory and legislative guidance documents in ways that are practicable.

2. Clearly identify metrics for success when using AI in local government, with sector-specific boundaries.

3. Create practical tools, (contract) templates and assessment frameworks which can strengthen local government position in relation to suppliers.

4. Design and recommend a suite of specific skills and training needed for procurement (for critical engagement with suppliers).
   - Support the development of a central organisation that lends impartial advice to local government on any assessments they may be making regarding AI.

Conditions for success

- Fixed term – 3 years
    - Ensure it is transparent and works in open, beyond updates and sharing information
    - Should iterate and respond to emerging concerns
        - Produce outputs regularly to keep its role relevant to changing AI landscape
    - **Link to existing networks and consider policy of secondments for those on the ground to work in/with taskforce**
- Make final recommendations to gov about what needs to change and how, and draw lessons for wider public sector

Slido

https://app.sli.do/event/upkfrXjbNsS9mWAuFC7Zup

Considerations for challenge statements…

Public engagement – how & when?

- Inform – Consult – Involve – Collaborate – Empower
- Digital front door – consult/involve digitally excluded communities
- Supporting social care practitioners – collaborate with frontline workers
- Efficiency in planning process, improving local places (even when less obvious direct public engagement) – informing users about what technology is being used, questioning outcomes etc
- But there are many and varied options!

Social Value (and inequalities)

- Social Value as an intrinsic goal and outcome of the technology – e.g. by combatting inequalities
- Improving local places – focus on marginalised communities vs risk of surveillance, longer term – community health outcomes?
- Supporting social care – what does good look like for practitioners and service users? E.g. amount of time spent with a social worker, availability of onward services etc. How would different uses of tech affect this?
    - What is the connection between admin tasks and life-changing results? E.g. prioritisation of services or triage can be automated as an admin task but have profound impact on someone's life?
- Digital front door – what support is needed across communities to help them use these tools, an extra cost to council

Data governance

- Complexities around AI and data use
- Digital front door – hallucinating chatbots (even when the training data is seemingly clear), what happens if advice is wrong?
- Supporting social care – highly sensitive data – how is this managed and protected?
  - Where is the input data coming from (e.g. how often are internal pathways, policies or guidelines updated and when does that get reflected on the AI?)

Transparency

- For local government teams, for communities – what tech is being used, for what, how does it work?
- Efficiency of the planning process – ensuring that systems are explainable to local teams – for auditing and monitoring, as technology progresses
    - For applicants and general public – awareness of how technology is being used for any direct communication or decisions
- Improving local places – again the risk of surveillance and privacy invasion – need to be clear on how tech is being used

General thorny issues across public sector

- Challenge of **scaling** up or down between local and central gov decision-making and mechanisms
- **Influence the infrastructures and mechanisms that cause power imbalances** to hold suppliers to account
- Unsure how **public engagement** can be operationalised
- **Metrics of success** need better clarity on AI harms – encourage knowledge sharing of AI Impacts (better use of ATRS?)
- How to implement change/mechanisms/standards without **extra burden on local gov**

What can local government do?

- **Identify a clear ‘goal’ for the technology you are procuring**
  - Re-thinking Social Value in light of AI?
- **Commit to meaningful transparency**
  - Transparency for whom – suppliers yes, but also *across council and communities*
  - Clarity on mechanisms
  - Make use of ATRS
- **Set out metrics for success**
  - Revising data ethics, setting out metrics early in the process (and collaboratively)

Get in touch!

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mmachirori@adalovelaceinstitute.org

Ada Lovelace Institute

Local Government Association

PUBLIC

AI in the heart of government

10DS

EVIDENCE HOUSE

Upskill our people whilst spinning out new solutions and insights at pace

10x
GENERATIVE AI HACKATHON

PO Stay
CS STAFF

DOWNING
Generative

NEWS | TECH

Government trialling AI to save time on decision-making and reduce ministers' workload

AI is being trialled as a tool for government ministers in an effort to slim dow the civil service

PA

Minister talks up AI potential to cut fraud-detection jobs and boost wages

Cabinet Office minister Alex Burghart says government is also exploring AI that could help departments retain institutional memory amid high churn rates

Minister reveals AI systems employed at the heart of U government performing ta reading papers that minist be doing

- **Tory MP Alex Burghart has admitted that he uses an ex**
- **System was developed by the Cabinet Office to help pr**
- **Officials tried to install a chatbot on Gov.UK website bu French**

By IVAN PROTHERO
PUBLISHED: 17:58, 14 January 2024 | **UPDATED:** 18:06, 14 January

Share

Ministers have already begun using **AI** systems to read documents and determine which are more important, it has been revealed.

INTERVIEW

Oliver Dowden: AI could reduce ministers' workload

The deputy prime minister reveals that trials have already begun using artificial intelligence to speed up decisions at the heart of government

SCOUT

Redbox

RECRUITMENT COPILOT

NCA
National Crime Agency

OpenAI

CITY
UNIVERSITY OF LONDON
EST 1894

aws

ANTHROP\C

Google

ROYAL
HOLLOWAY
UNIVERSITY
OF LONDON

coefficient

Imperial College
London

Y
Combinator

Microsoft

- **1000** new members from every department in government
- **24,000** hours of in person upskilling delivered
- **35** members presented their work to ministers, permanent secretaries and the cabinet secretary in Downing Street
- **20** secondments created for members across 4 departments
- **4** new teams founded to build on hack outputs
- **2** members hired to 10DS
- Outputs featured in BBC, Sky News, Times, Financial Times

Local Government Association

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Challenge 3

Supporting social care practitioners

Showcase Information Brochure

www.local.gov.uk

Local Government Association

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Supporting social care practitioners

Expert panel

Alison Tombs

Independent Consultant, formerly North Tyneside Council

Smera Jayadeva

Researcher, Alan Turing Institute

Mark Durkee

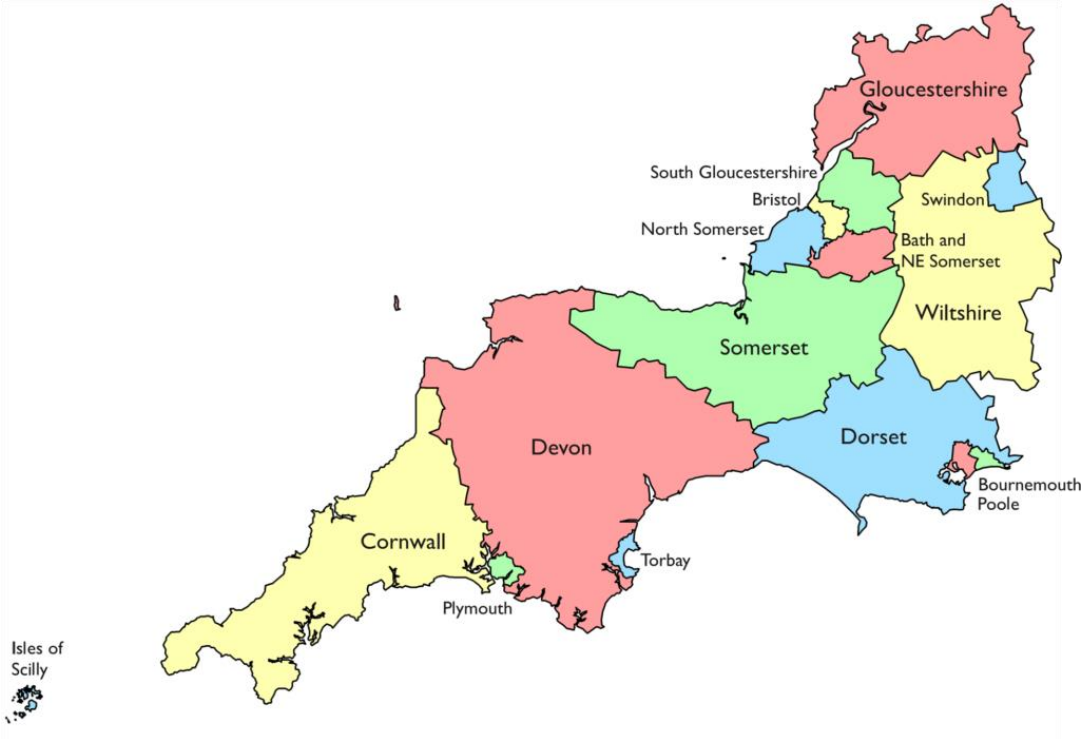
Head of Data & Technology, Responsible Technology Adoption Unit (part of Department of Science, Innovation and Technology)

Caroline Gadd

Director in Data + Digital Labs, Social Finance

Supporting Social Care Practitioners with AI and Smart Technology

Designing the Challenge



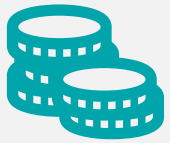
SOUTH WEST COUNCILS

Scalability of the Challenge

What is the challenge?

As part of their role, social care practitioners undertake crucial tasks, outside of just providing care or support for residents. In these tasks, whether it is writing case summaries or reviewing data from diverse external and internal sources, **practitioners divert time from spending it on delivering quality care services to people in need.** The enabling services for social care practitioners, meanwhile, are also required to perform a number of time-intensive tasks. A wide range of AI and smart tech solutions can support social care practitioners by automating administrative tasks or making non-care-delivery tasks more efficient, allowing them to prioritise delivering quality care service

Challenges facing the sector



Budget cuts

Resource constraints

Increased demand and waiting times

Nature of the specific Challenge

Tasks Beyond Delivery

Writing case summaries

Reviewing data from diverse sources

Time Diversion

Administrative tasks take time away from delivery

Time-Intensive Tasks

Performing numerous and repetitive administrative tasks

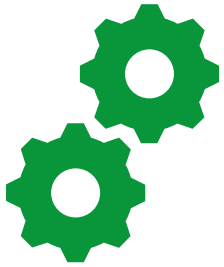
Resource and Time Constraints

Lack of Resources and Time

Councils struggle with limited resources

Insufficient time for experimenting with novel use cases

Challenges in triaging information from diverse data systems



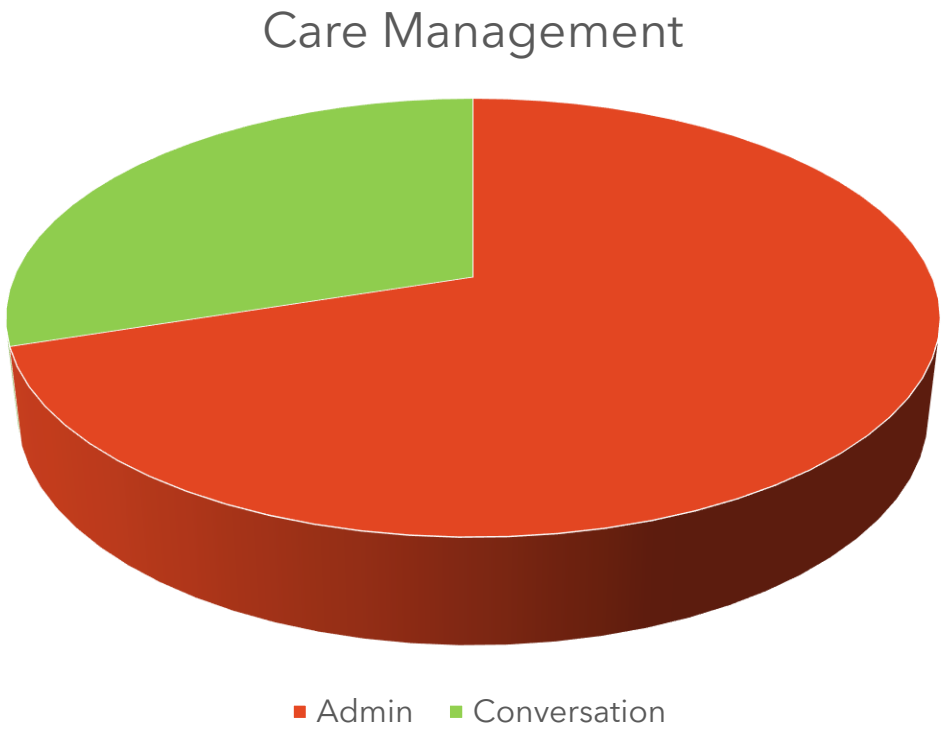
Manual Processes in Care Delivery

Many councils rely on manual processes

Use of simple spreadsheets for information processing

Manual methods hinder efficiency and effectiveness

Proportionate?



Impact on Practitioners

PRACTITIONERS MUST BE EMPOWERED TO SUPPORT PEOPLE THROUGH QUALITY CONVERSATIONS

PRACTITIONERS MUST BE SUPPORTED FULLY WITH DIGITAL SKILLS TO EMBRACE NEW TECHNOLOGY

AI MUST NOT BE SEEN AS A TOOL TO REPLACE PRACTITIONERS OR EXPECT AN INCREASED CASE LOAD

How can AI and smart technology...?

Reduce the administrative burden on adult and child social work practitioners?

Streamline the assessment process to reduce waiting lists?

Help practitioners generate accurate, real-time case summaries?

Provide concise information drawn from several internal and external data systems as part of a duty or triage approach to allocating cases to practitioners?

Improve the timeliness, safety, and accuracy of support for people at the point of discharge from hospital?

Map budgetary spend against Social Work team performance indicators, in real time, and improve the understanding of senior leaders of how the current level of resourcing?

How can AI and smart technology…?

Automate complex rotas and scheduling to remove the manual burden without the loss of personalisation and maintain safeguarding?

Improve the efficiency of the care planning and review process?

Anticipate when there are opportunities for earlier intervention?

Support practitioners with the management of care coordination and caseloads?

Support the assessment process, reducing the administration burden when multiple agencies are contributing to an assessment?

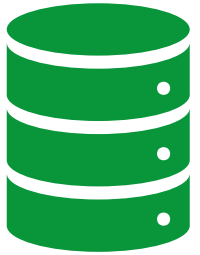
Allow data to flow between diverse systems with minimal human intervention?

Data Governance and Security

Ensuring Interoperability and Accountability

Robust data governance is essential

Assurance of solutions is necessary



Managing High-Risk Data

Health data is often high-risk

Data security is critical

emma

Artificial Intelligence powered Social Workers

Local Government Association

emma

- Over **7** years' experience in operating three homecare organizations across Essex.
- Acquired Ashley Care in 2022 and raised the CQC rating from "**Inadequate**" to "**Good**" in 18 months.
- Discharged over **4000** patients from 3 key hospitals in Mid and South Essex ICS through both Bridging and Reablement services over the last 2 years.
- **Innovation fellow 2023** at Mid and South Essex Integrated Care System (NHS).
- Featured in the CQC "**capturing innovation to accelerate improvement**" white paper and the **State of Care report 2023** for innovation in admission avoidance.

Assessing Care in the UK – Care Act Assessment

450,000

The amount of people the **Association of Directors of Adult Social Services** (ADASS) estimates have been waiting for an **assessment**, **review**, **direct payment** or **care package** at any one time since 2021.

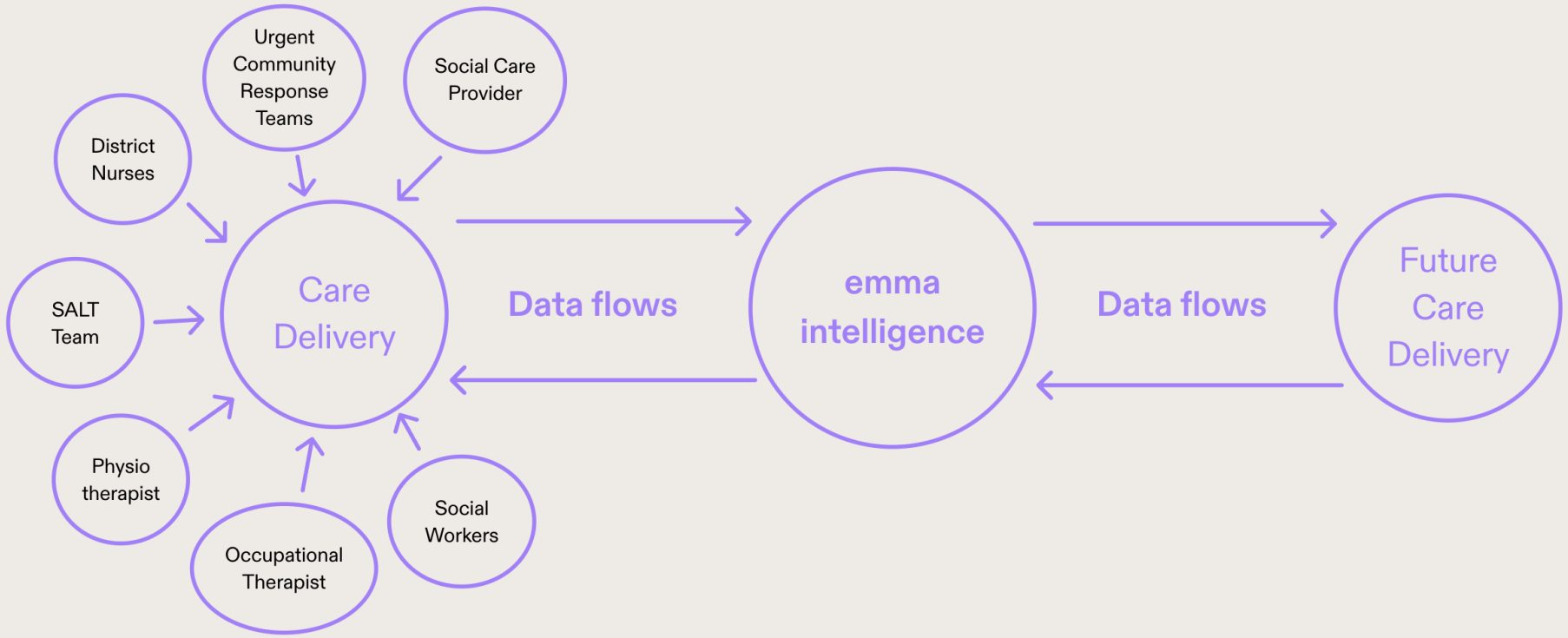
250,000

People are awaiting an **assessment** of their Adult Social Care Needs reported by **The Kings Fund** 2024 (Social Care 360: access)

8,700 per week

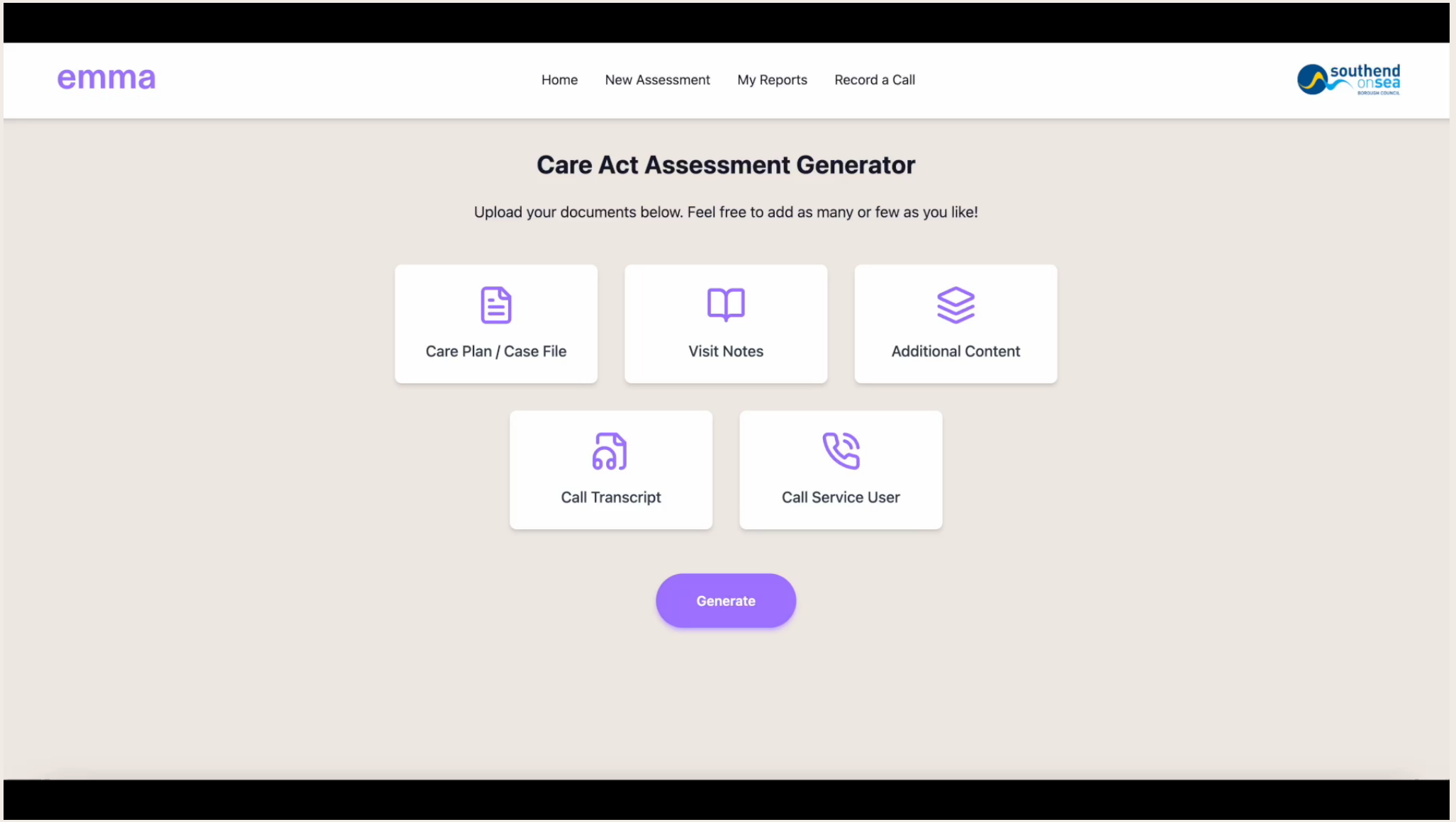
In 2023, were **delayed** in being discharged from the hospital for **at least 14 days**, and 24% of those were waiting for support at home.

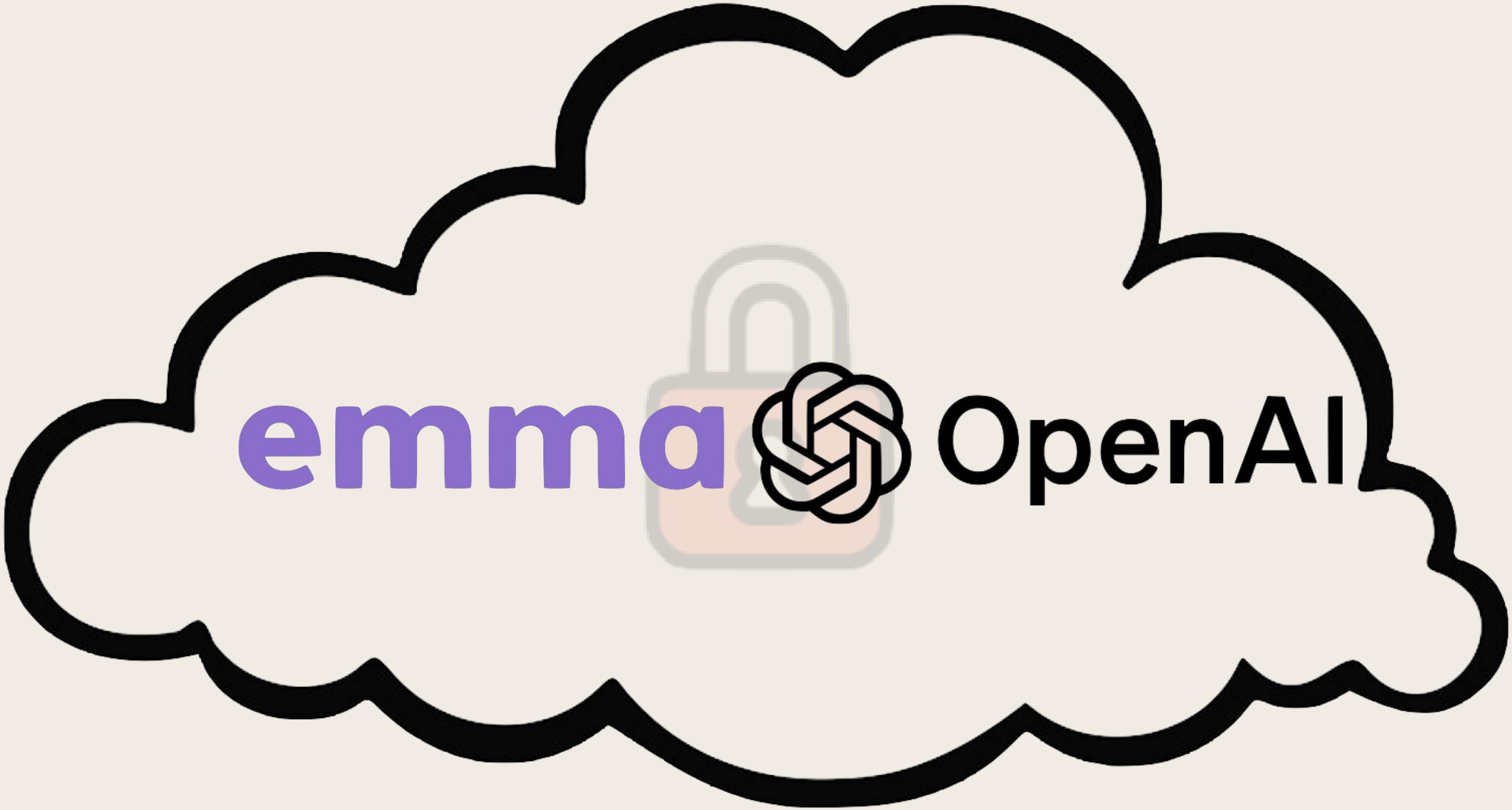
Multi-Disciplinary approach to Care Planning



Care Act Assessment Generator

emma




emma
OpenAI

Data Security

1. **Compliance standards:** emma is GDPR, DPA, HIPAA, SOC2 Type 2 compliant.

2. **End-to-end encryption:** the data held by emma is encrypted both at rest within the database and when in transit across the application.

3. **Zero data retention:** emma's AI processes data without storing it, ensuring the only place service user's data is stored is within our secure database.

4. **Storage limitation:** emma systematically reviews our database every 24 hours and deletes any data that is no longer critical for functionality.

5. **Password protected:** all conversations with emma are password protected on the carer's phone ensuring privacy.

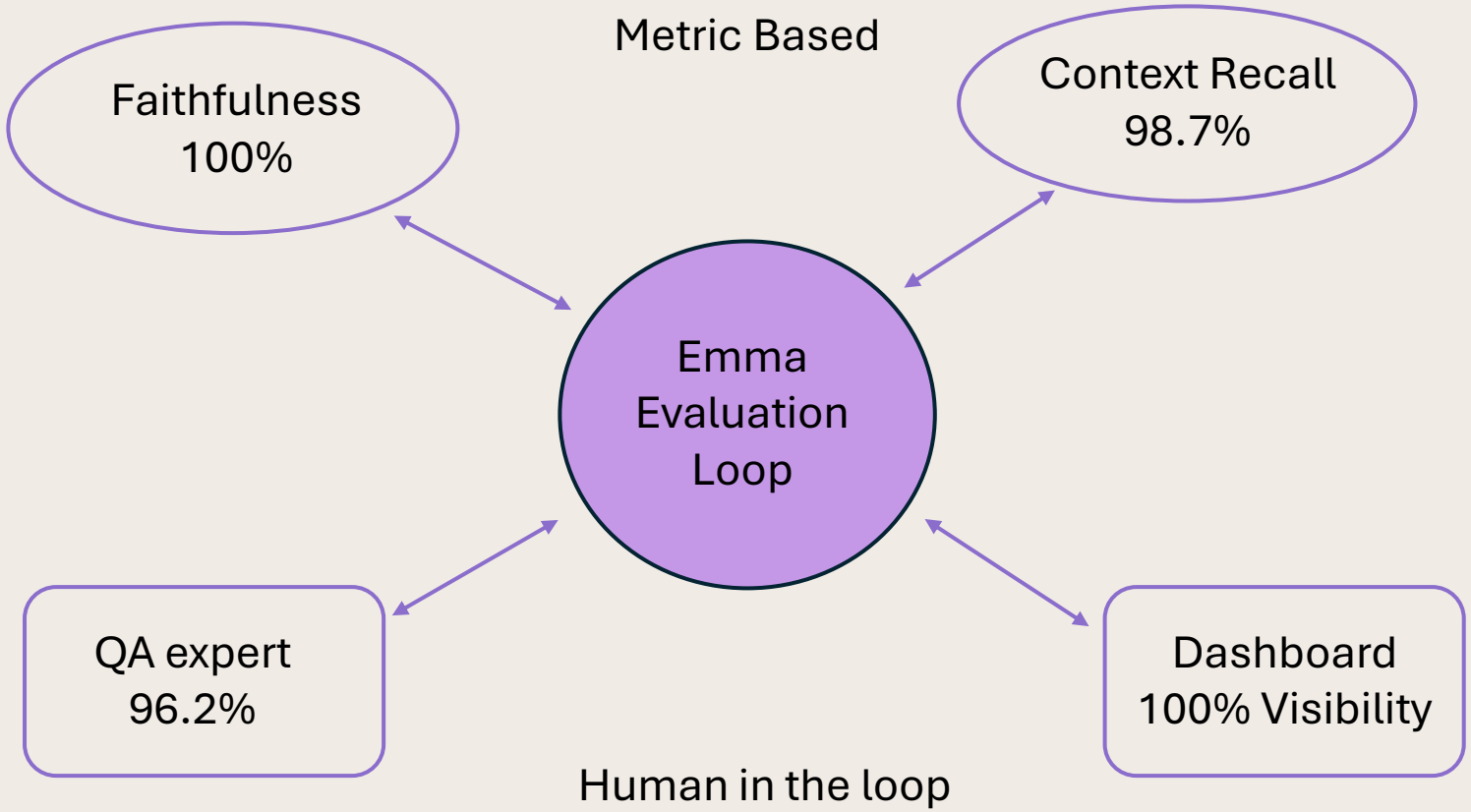
6. **Controlled access:** access to emma is restricted to approved users and can be segmented at the service user / document level too. User access can be revoked on demand & is validated automatically every 24 hours.

7. **Routine security reviews:** our database undergoes regular third-party security reviews and penetration tests with findings addressed based on criticality.

8. **Requesting security summaries:** security personnel can obtain executive summaries of security findings to stay informed on database resilience.

Evaluation Framework

emma



Contact: **charles@askemma.org**

Introduction to Lilli

Delivering savings and supporting evidence based decision making in health and social care

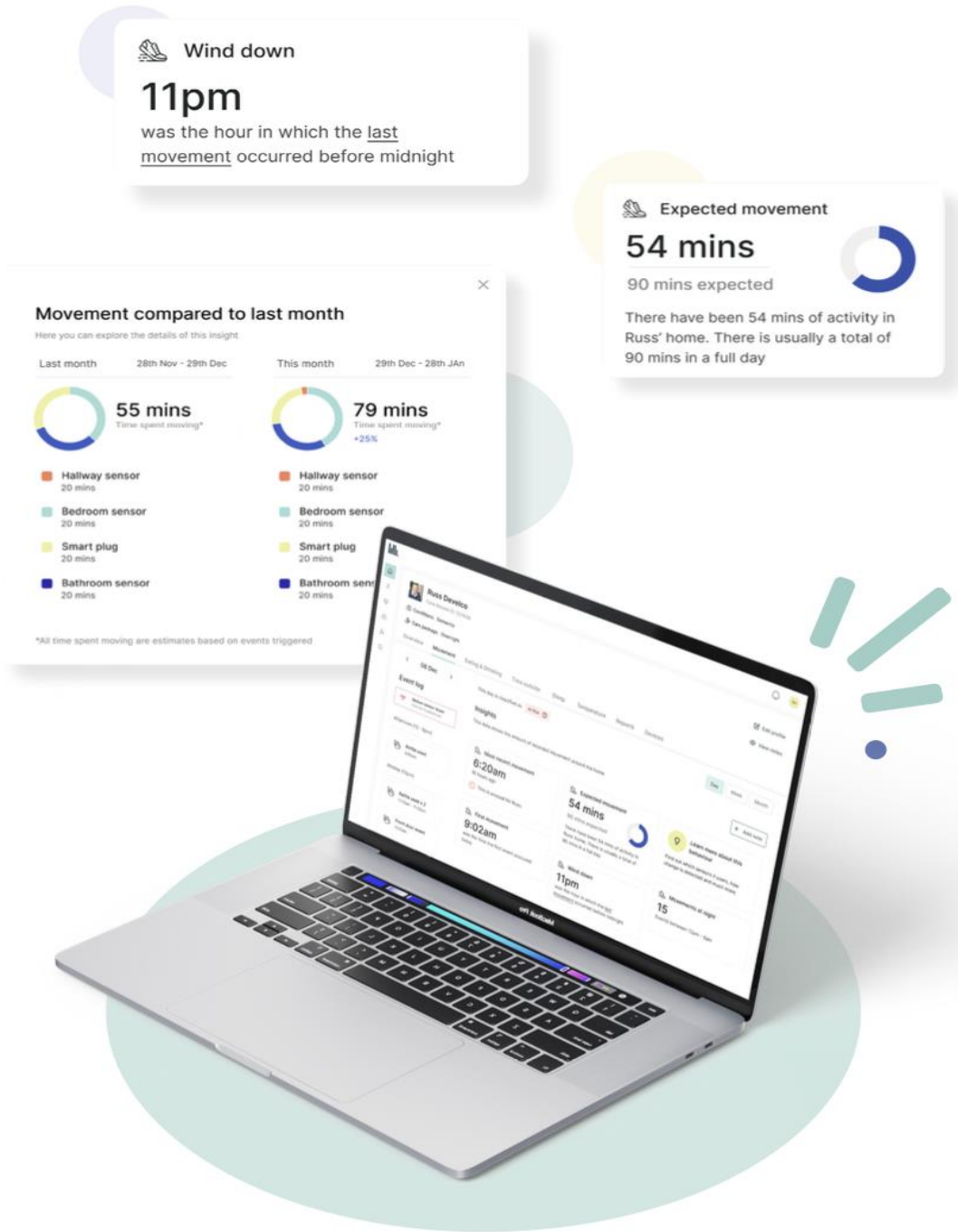
Living with Lilli

Lilli is an award winning remote monitoring solution, that acts as an assistant to front line care professionals.

Using non-intrusive sensors and machine learning to provide data insights from an individual's patterns of behaviour in their home.

Lilli focuses on a proactive rather than reactive care approach to indicate issues before they arise so the right kind of care response can be given exactly when needed.

Early intervention can prevent health decline and give vulnerable people the opportunity to continue living safely and independently in their own homes.



We are

the future of independent living

We empower vulnerable people to live independently, safely and happily within their own home.

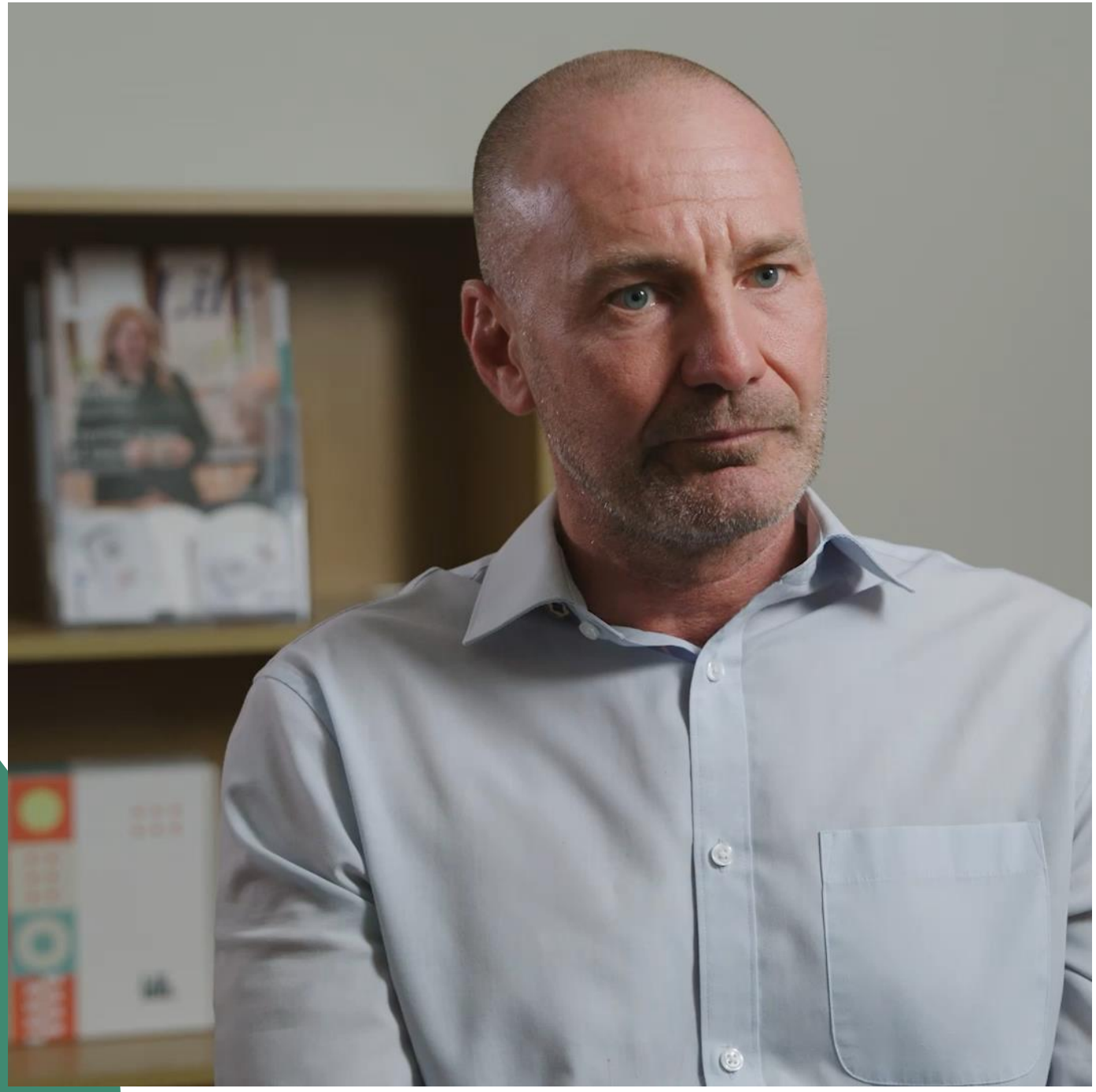
We non intrusively monitor the patterns and behaviours of daily life, to identify soft signs and changes that might indicate a change in health condition. Allowing carers, loved ones and health practitioners to be better informed in how and when they need to support their VIP's (Vulnerable Independent People). We call this a proactive care model.

Delivering outcomes at scale for Medway

- **Demand for care is rising at 7.5% YoY**
- **ASC spend for 2022/23 £124m rising to £131m in 202/24**
- **Senior leadership seeking £8m in savings across ASC**
- **Lilli facilitated YTD savings of £1m and ROI of 10X**

"It has driven a complete culture shift across the organisation... I think the fundamental part for us was needing to think differently about how we worked to get our teams on board and if we hadn't have done that and made those changes, I don't think it would have worked in the way it has."

Jackie Brown, Assistant Director of Adult Social Services, Medway Council



Thank you!

Starlight
Focus On Care, Not Paperwork

Challenge Statement

Starlight

Challenge Statement
=
Mission Statement

Starlight

Automate non-care delivery tasks for social care practitioners & deliver better outcomes for the people that need them

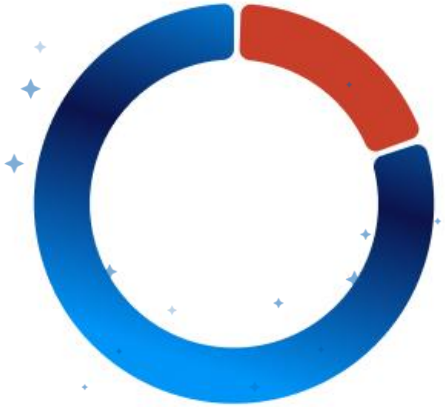
Starlight

Before Starlight 😢

- **80%** time spent on **non-care** delivery
- **20%** time spent on **care** delivery

Starlight

After Starlight 🚀



- **80%** time spent on **care** delivery
- **20%** time spent on **non-care** delivery

Starlight

When someone gets the right care

Ripple Effect

Starlight

Case management

Matching

Monitoring

Reporting

Contract management

Compliance

Payments & Finances

Training

Service User Engagement

CRM

Recruitment

Starlight

Starworker

Stardash

Starsign

Staraudit

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Starmatch

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Starstudy

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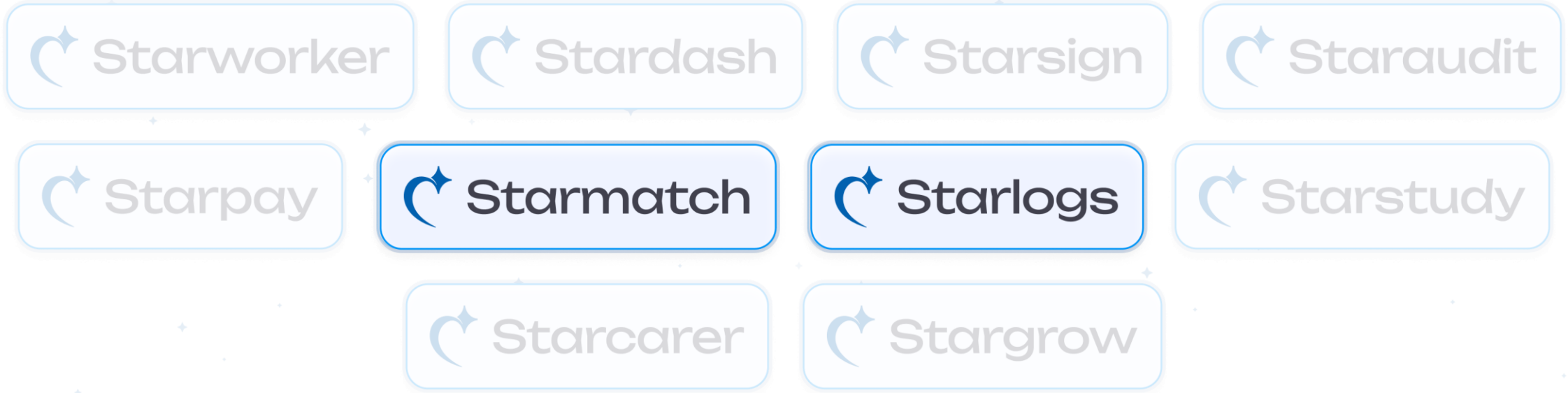
Starlight


Starworker
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Starmatch
Starlogs
Starstudy
Starcarer
Stargrow

Starlight

#1: Triaging, matching & allocating

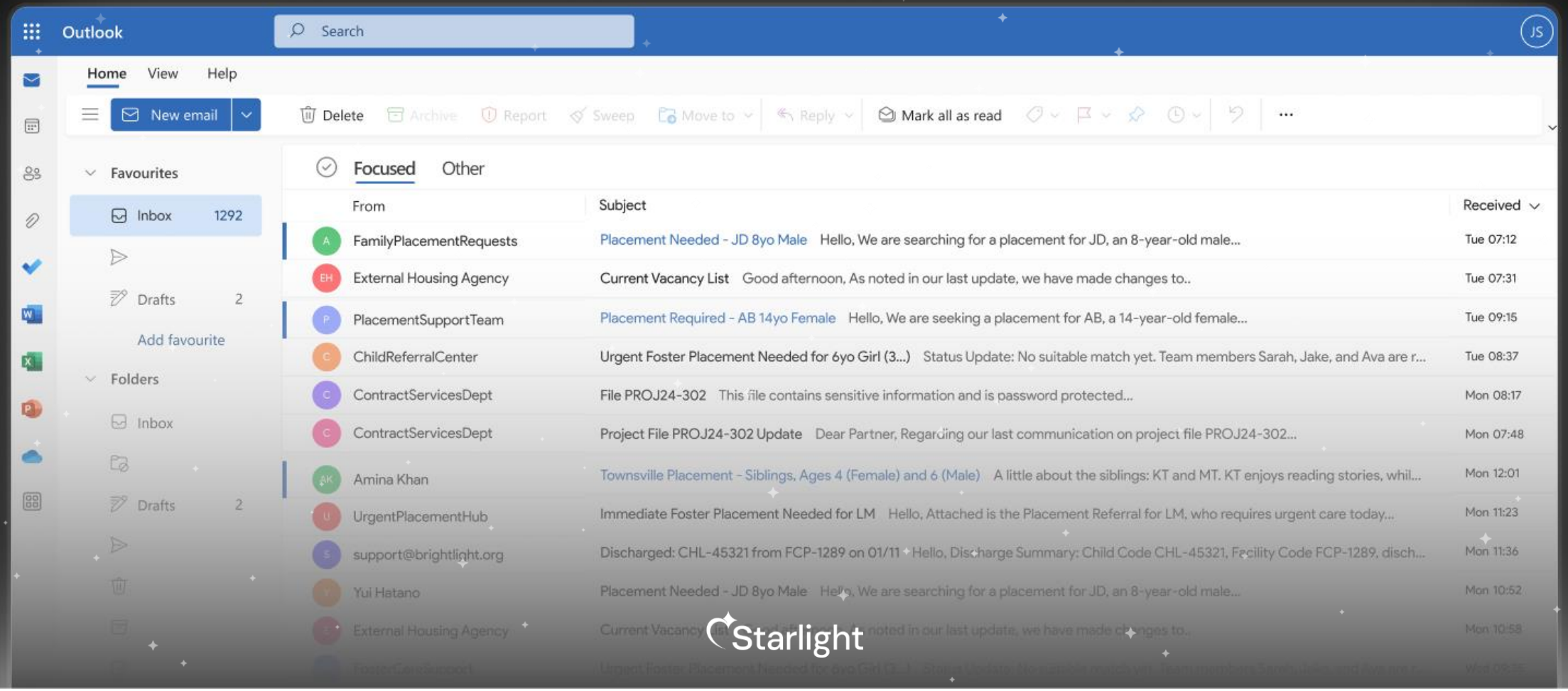
Starlight

Highly inefficient, limited insights & high waiting times for service users

Starlight

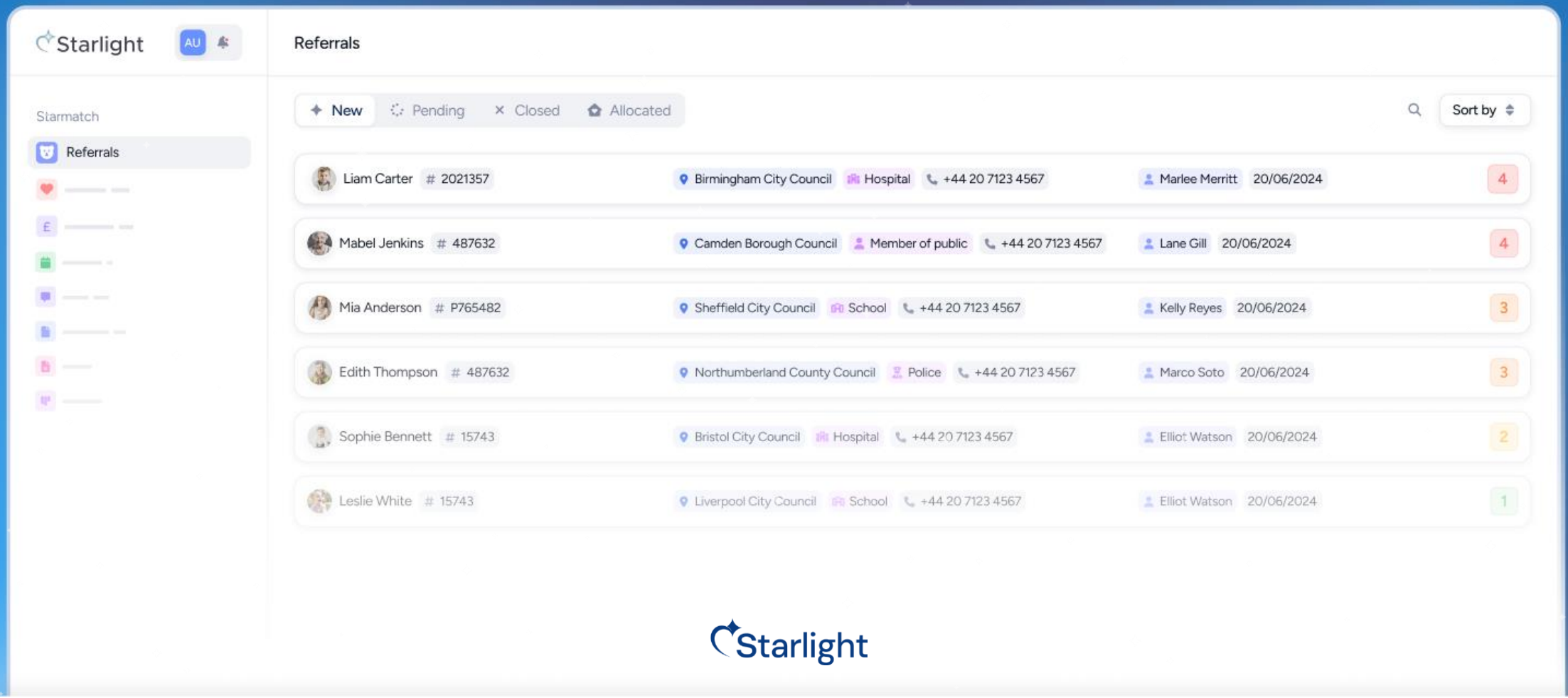
Before Starlight 😢

Life for care brokerage teams is a nightmare



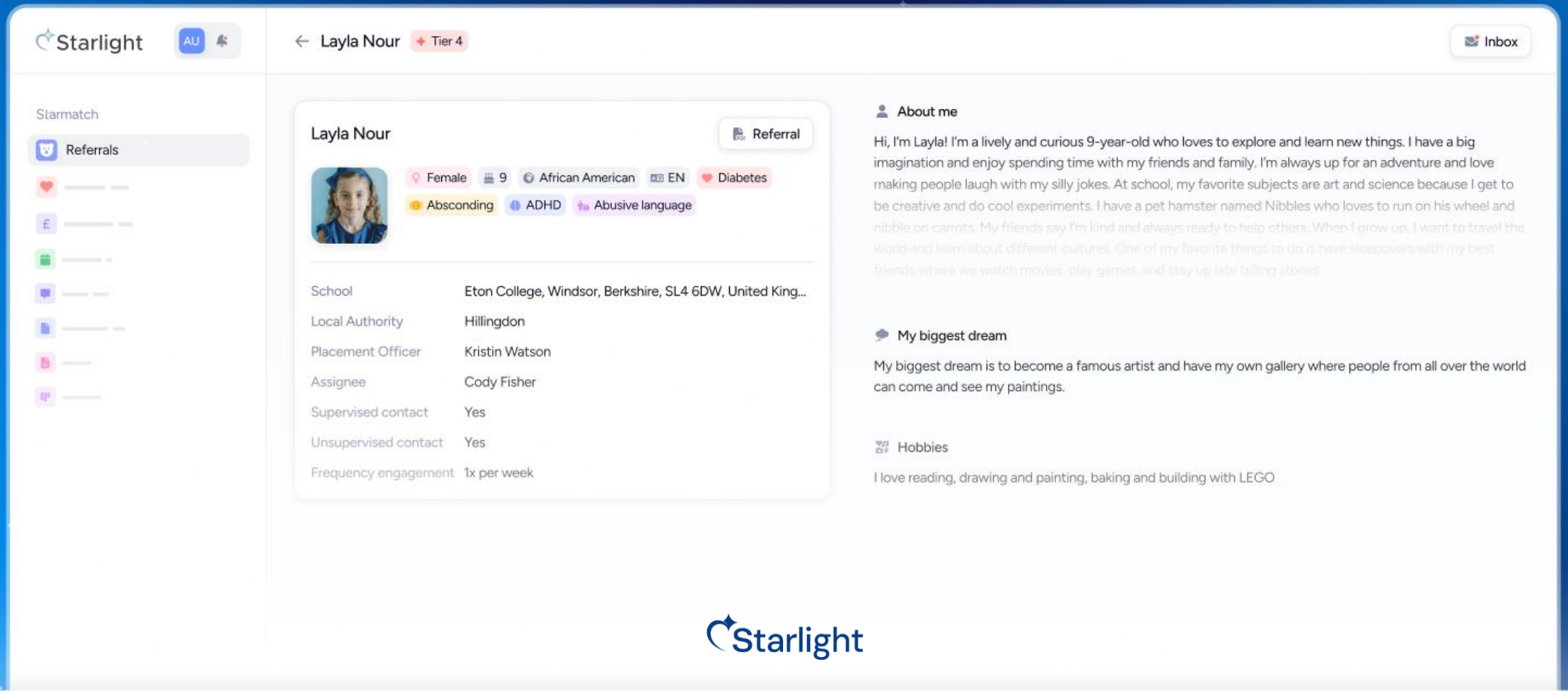
Starmatch analyses all data sources, triages and provides recommendations so practitioners just need to make a decision

Use case #1:
Triaging incoming referrals



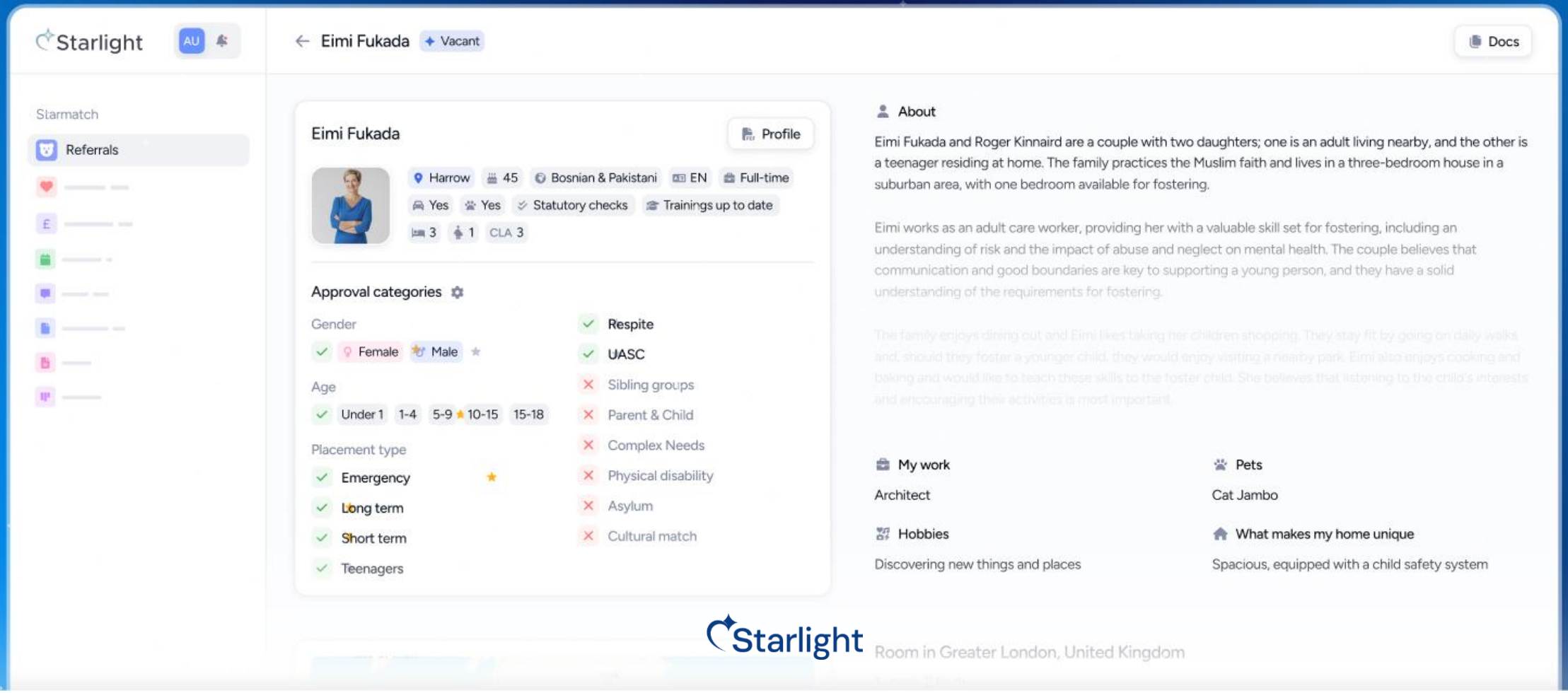
Starlight

Use case #2:
Matching to appropriate service / care

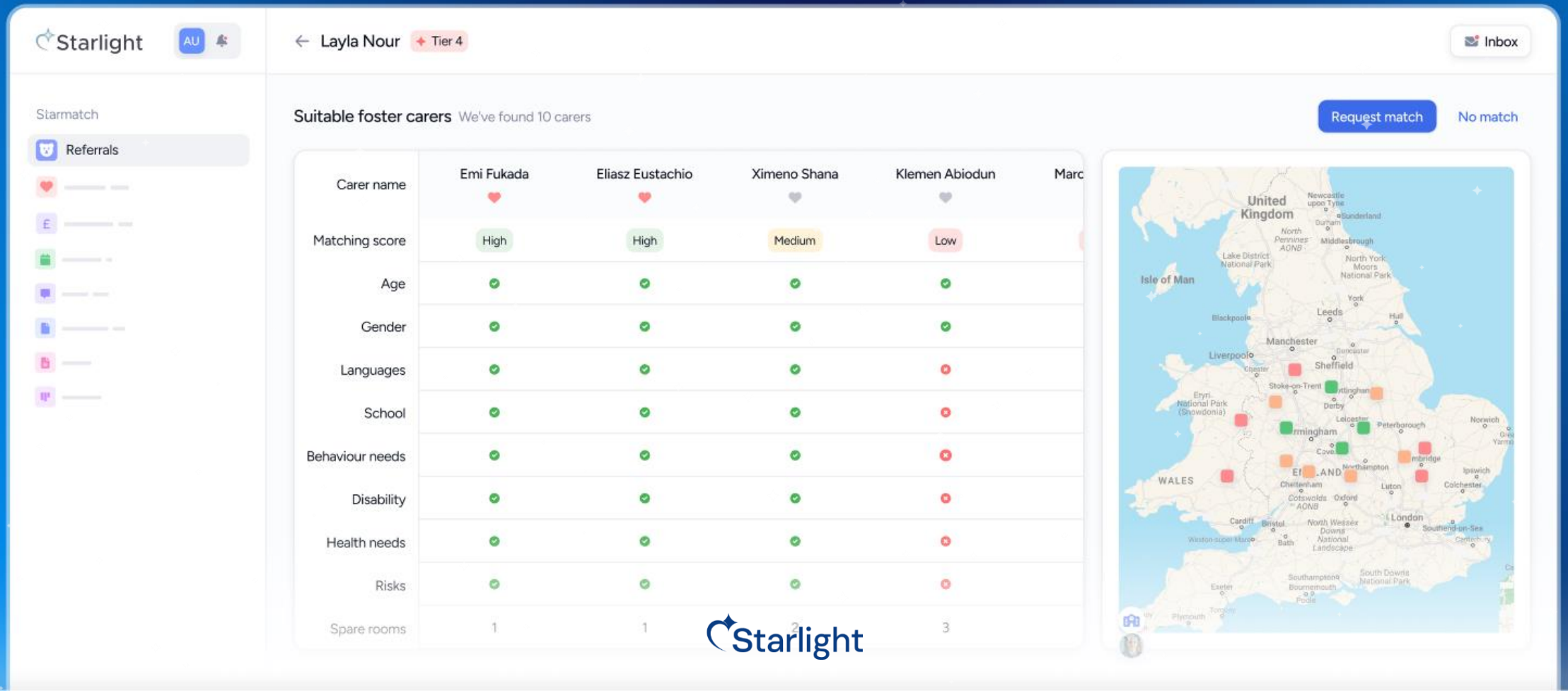


Starlight

Use case #2:
Matching to appropriate service / care

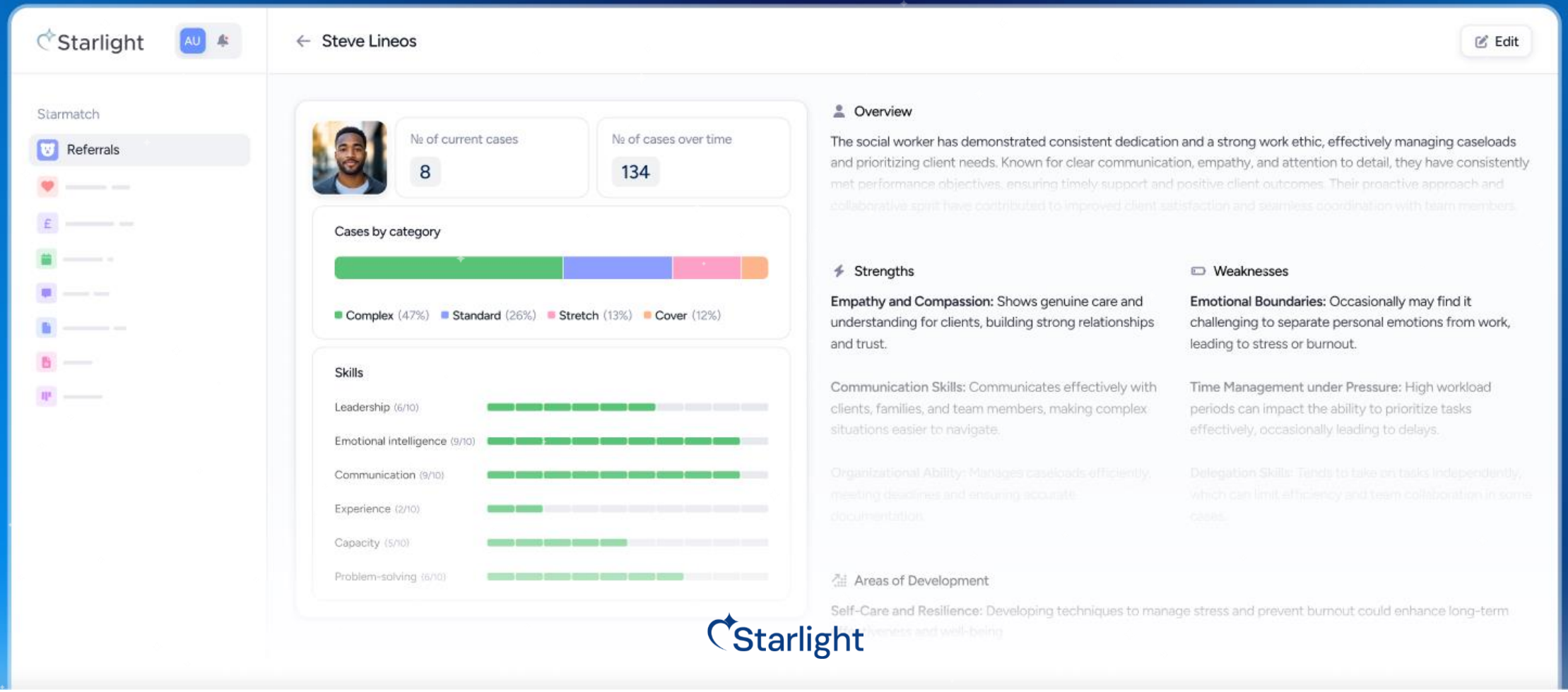


Use case #2:
Matching to appropriate service / care



Starlight

Use case #3:
Allocating cases to social care practitioners



Starlight

Impact

95%

reduction in matching time

98%

in matching accuracy

90s

average resolution time per referral

Starlight

#2: Record-keeping & case notes

Starlight

Before Starlight 😢

11 November 2024 at 17:49

7. Caring for children: providing structure and boundaries

Sarah establishes a safe, structured environment with clear routines th
help children feel secure. She manages challenging behaviors calmly a
consistently.

8. Caring for children: providing durability, resilience, and commitment

Sarah shows a strong commitment to fostering, remaining supportive e
through emotional challenges. Her resilience and dedication provide
children with the stability and encouragement they need to ...

Form F Blank

Search for tools, help, and more (Option + Q)

File Home Insert Layout Table Design Table Layout

Share

Paste Font Paragraph BAAFNormal Century Gothic, 12 Find Replace Select Dictate Editor

Undo Clipboard Styles Editing Voice Proofing

Assessment of fostering capacity

6. Caring for children: providing warmth, empathy, and e

Analysis:

7. Caring for children: providing structure and boundaries

© BAAF 2014

Page 11

Prospective Foster Carer Report (Form F) Eng

Analysis:

Page 11 of 16 1,785 words English (U.K.) Editor Suggestions: Showing 100%

Liquidlogic Children's LCS Live

Finalise Create Create and Close Close - **Update:** Case Note for

New Case Note for

Part 1 - Contact

From Context Of

Type of Contact

Contact Date

Follow-Up Date

Significant Event

Contact Regarding

Relation Name Age At Contact Interviewed?

Children / Young People involved in this Case Note

Self

Adults also present / interviewed

No Adults recorded...

Starlight

Social care practitioners are fed up of bad transcription tools

Starlight

ermmm .... ahhh ... ummm

Starlight

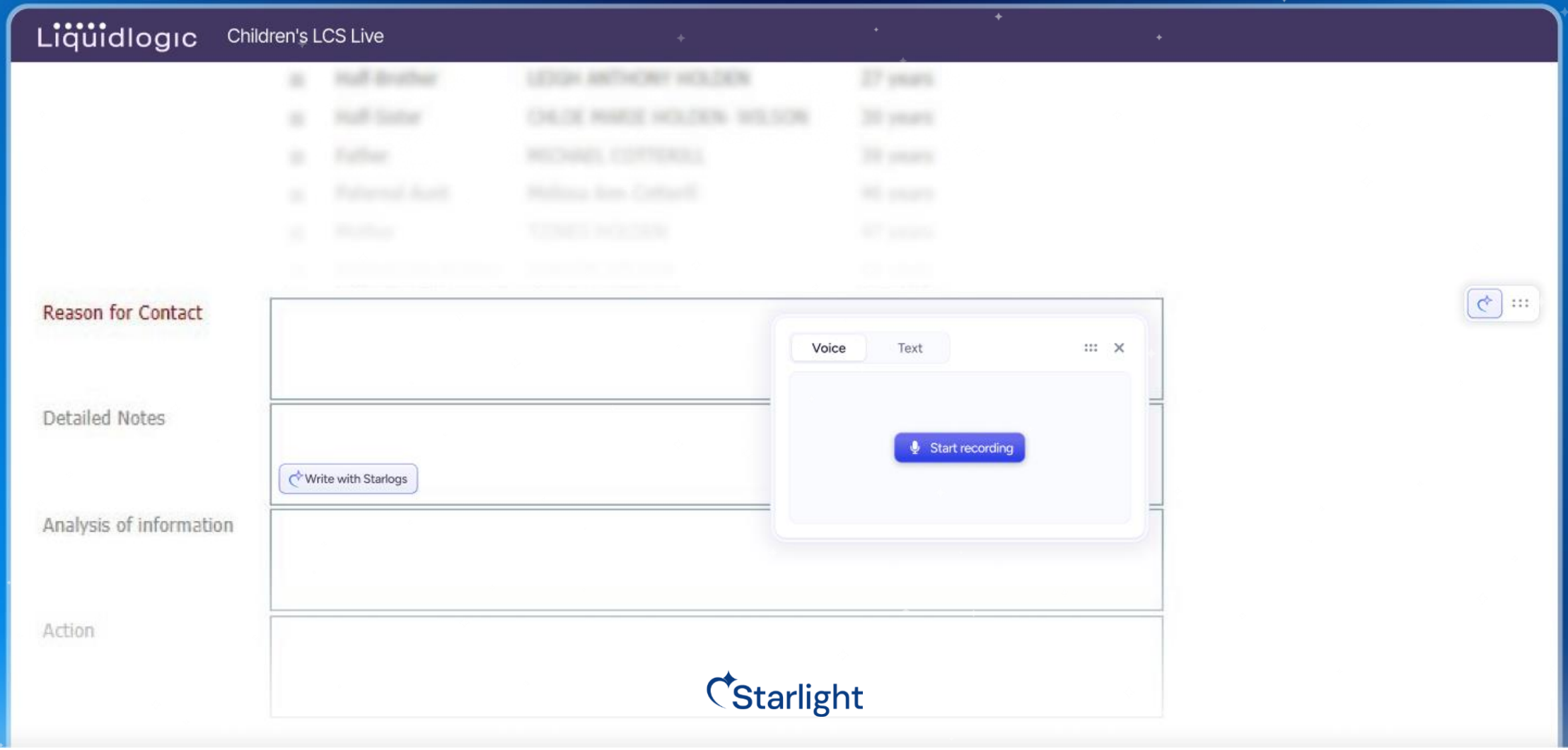
Practitioners are using AI, you just don't know about it

Starlight

Even using tools like ChatGPT takes too much time & practitioners stop using these tools

Starlight

With Starlight



Impact

70%

increase in time for care delivery

98%

completion rate for assessments & logs

4.9/5

satisfaction score by social care practitioners

Starlight

We understand this data is extremely sensitive

Starlight

Robust data security, privacy & compliance

Starlight

Guardrails

- End-to-end encryption both at rest & in transit
- Detailed audit trails of all data access
- Zero-retention policy for AI models & all PII is stripped during processing
- GDPR compliant
- All data is hosted in UK with ISO9001 & ISO27001 accreditation
- Compliant with Cyber Essentials, Cyber Assurance and ISO 27001 (pending certification)
- Registered AI supplier to CCS (pending)

Give your team superpowers with our AI!

It's time for change!
Together, let's deliver better outcomes for all.

SCAN ME

Starlight

Local Government Association

PUBLIC

Ask the vendors: Q&A

Supporting social care practitioners *online networking breakout begins at 2:40pm*

Refreshment break

See you back at 2.35pm

Local Government Association

PUBLIC

Challenge 4

Implementing a digital front door

Showcase Information Brochure

www.local.gov.uk

Digital front door

Expert panel

Keri Landau

Head of Government Partnerships, Apolitcal

Ste Taylor

Managing Director, Ayup

Background

This is a sector wide challenge – everyone on the list (and everyone else!)

The challenge

What is the challenge?

Councils deliver a number of key services that are essential to residents. Creating a single, accessible digital front door that **provides residents the information they're looking for and enables them to fulfill their needs,** can serve as a first port of call for residents alongside the variety of other channels and tools councils offer.

This type of approach may allow councils to cater to the needs of all residents. In line with central government ambitions of the gov.uk platform, AI and smart technologies can be used in a **variety of ways helping signpost users to what they need, supporting them to resolve their enquiry and ensuring councils are responding to residents' needs.**

This is a unique challenge for councils who have:

- A huge variety of services, which often people only interact with at a point of need or even crisis.
- To meet the needs of everyone in the UK
- To constantly adapt and balance resources across front line services along with things like webdesign

The opportunity!

- We want a lot! Radical change on limited budgets please!
- See a lot of AI opportunity to help make difficult, complex data accessible and approachable to all
- There are significant concerns: security, ethics, hallucinations/ mistakes. We can't get this wrong!

OFFICIAL

The future?

- Is it useful to think beyond websites?
  - When websites become legacy tech how will we be interacting with our residents?

- Can we shape our services better by knowing our residents more?
  - Know what they want and need before they do?!
  - Link services better together to support the whole person?

OFFICIAL

Futr

INTRO

Enhancing Council Services with Futr AI

Tailored Solutions for Councils

Futr AI is a provider of cutting-edge AI solutions specifically designed for UK councils. We revolutionise the way with citizens by enhancing engagement and boosting operational efficiency through advanced technology.

Key Points:

1. **Public Sector AI Specialists**: With a dedicated focus on local government services, we understand the unique challenges and requirements of the public sector.
2. **Enhancing Accessibility and Efficiency**: Our solutions are crafted to make council services more accessible to citizens while streamlining operations to be more cost-effective.
3. **Proven Success:** We have a solid track record of successful implementations across various council departments, delivering tangible improvements in service delivery.

THE CHALLENGE

Navigating the AI Landscape: Challenges Facing UK Councils

UK councils are at a crossroads, facing the pressing need to modernise services amidst rising citizen expectations. The rapid evolution of AI technologies presents both opportunities and complexities.

Key Points:

1. **Increasing Demand for Digital Services**: Citizens now expect 24/7 access to services in areas like housing, council tax, and social care, necessitating a digital-first approach.
2. **Complexity of AI Solutions**: The plethora of AI technologies can be overwhelming, making it difficult for councils to identify and implement the most effective solutions.
3. **Integration with Legacy Systems**: There are valid concerns about how new AI solutions can be integrated with existing systems without causing disruptions.

TECHNICAL DIFFERENCES

Rapidly changing technologies: Understanding what's best and where to start.

UK councils should start by identifying high-impact use cases and choosing an AI solution that quickly addresses these needs while ensuring scalability and compliance.

Key Points:

1. **Evolution of Chatbots to AI Agents**: The journey from simple rule-based chatbots to intelligent, autonomous AI agents capable of complex interactions, reasoning and decision-making.
2. **Most RAGs offerings aren't production ready**: Limitations in long-term context, challenges with real-time data accuracy, scalability constraints, and difficulties in handling personalized or ambiguous queries effectively.
3. **Reasoning capabilities with LLMs**: Leverages advanced contextual memory, real-time data integration, and multi-step reasoning, enabling more accurate, context-aware, and personalized responses.

SOLUTION

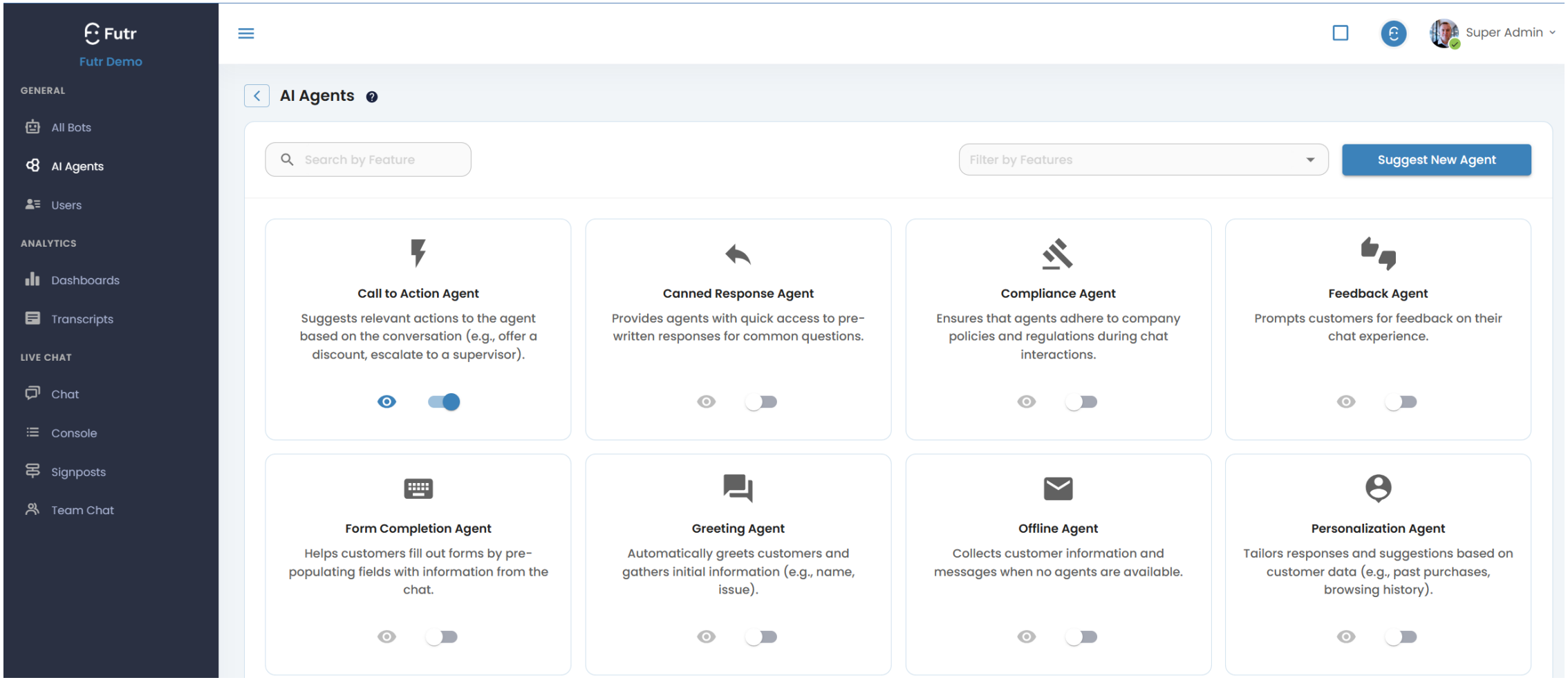
Revolutionise Customer Service with your own Multi-Agent Dream Team

Single purpose chatbots can't meet rising customer expectations or handle complex, multi-layered queries. A team of specialised AI agents working seamlessly together, both sequentially and in parallel, through a single chatbot interface can.

Key Points:

1. **Handles Complexity:** Specialised agents manage language translation, sentiment analysis, GDPR compliance, and more.
2. **Enhanced Efficiency:** Parallel processing speeds up responses, providing faster and smarter customer interactions.
3. **Personalised Experience:** Delivers a unified, seamless interface for customers while multiple agents work behind the scenes.

SOLUTION


Futr
Futr Demo
GENERAL
All Bots
AI Agents
Users
ANALYTICS
Dashboards
Transcripts
LIVE CHAT
Chat
Console
Signposts
Team Chat
Super Admin
AI Agents
Search by Feature
Filter by Features
Suggest New Agent
Call to Action Agent
Suggests relevant actions to the agent based on the conversation (e.g., offer a discount, escalate to a supervisor).
Canned Response Agent
Provides agents with quick access to pre-written responses for common questions.
Compliance Agent
Ensures that agents adhere to company policies and regulations during chat interactions.
Feedback Agent
Prompts customers for feedback on their chat experience.
Form Completion Agent
Helps customers fill out forms by pre-populating fields with information from the chat.
Greeting Agent
Automatically greets customers and gathers initial information (e.g., name, issue).
Offline Agent
Collects customer information and messages when no agents are available.
Personalization Agent
Tailors responses and suggestions based on customer data (e.g., past purchases, browsing history).

SOLUTION

Seamless AI Integration: Enhancing Existing Council Systems

Futr AI offers a multi-AI agent system that seamlessly *overlays* your existing infrastructure, enhancing functionality without the need for extensive system overhauls.

Key Points:

1. **Integration with Existing Platforms**: Our AI agents work in harmony with current systems like CRMs, housing management, and council tax payment platforms.
2. **Unified AI Agent & Chatbot Interface**: We provide a single, user-friendly interface that streamlines workflows and maintains continuity in service delivery.
3. **Scalable and Flexible**: Our solutions allow for incremental adoption, enabling councils to implement AI based on specific needs and priorities.

VALUE FOR UK COUNCILS

Delivering Tangible Benefits: Efficiency, Accessibility, and Satisfaction

Implementing Futr AI's solutions brings significant advantages, driving improvements across multiple facets of council operations.

Key Points:

1. **Enhanced Efficiency**: Automate routine inquiries and tasks, allowing staff to focus on more complex issues, which leads to improved overall service delivery.
2. **Improved Accessibility**: Offer multilingual support and round-the-clock availability, ensuring that services are inclusive and accessible to all citizens at any time.
3. **Increased Citizen Satisfaction**: Provide prompt and accurate responses to inquiries, strengthening public trust and engagement with council services.

CONSIDERATIONS

Security, Scalability and Ethics: Practical considerations for AI deployments

UK councils should prioritize solutions that ensure robust data protection, can grow with demand, and uphold ethical standards in AI transparency and fairness.

Key Points:

1. **Security:** Choose solutions with strong data protection, GDPR compliance, and encryption to safeguard sensitive information.
2. **Scalability**: Select solutions that can handle growing user demand and easily integrate new features as needs evolve.
3. **Ethics**: Ensure the solution promotes fairness, transparency, and responsible AI use, avoiding bias and protecting user trust.

Futr

THANK YOU

Contact:
Lee Skyrme, CTO
lee@futr.ai
0771 3 086 609

BEEBOT AI

Enhancing human experiences with services or technology

Transforming and Enhancing Business Operations

Dominic Whelan
Director Government Development

Crown Commercial Service Supplier

ISO / IEC 27001
Certificate No. ISM7799360

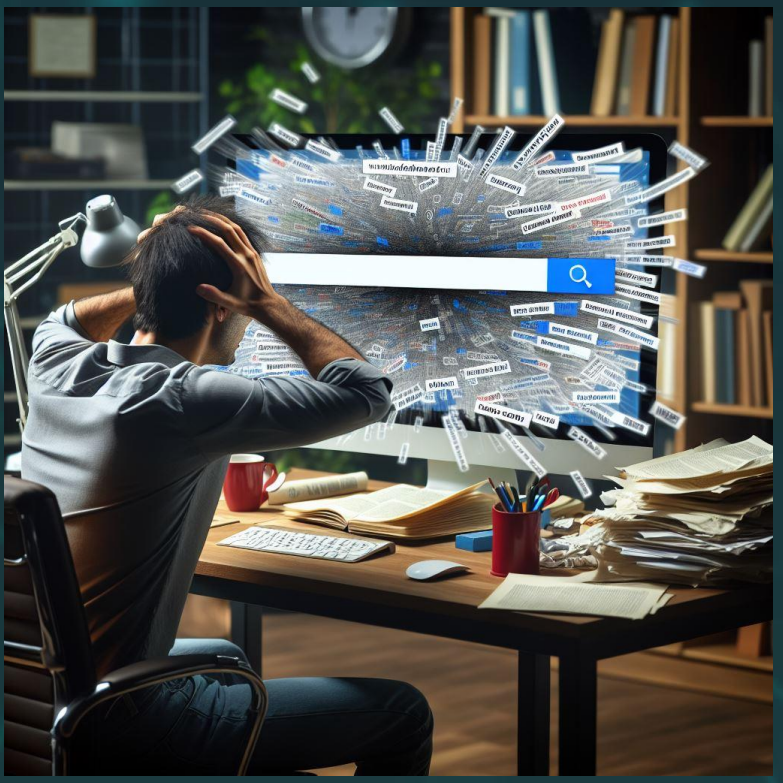
CYBER ESSENTIALS CERTIFIED

WCAG 2.1 AA Compliant
EQUALWEB

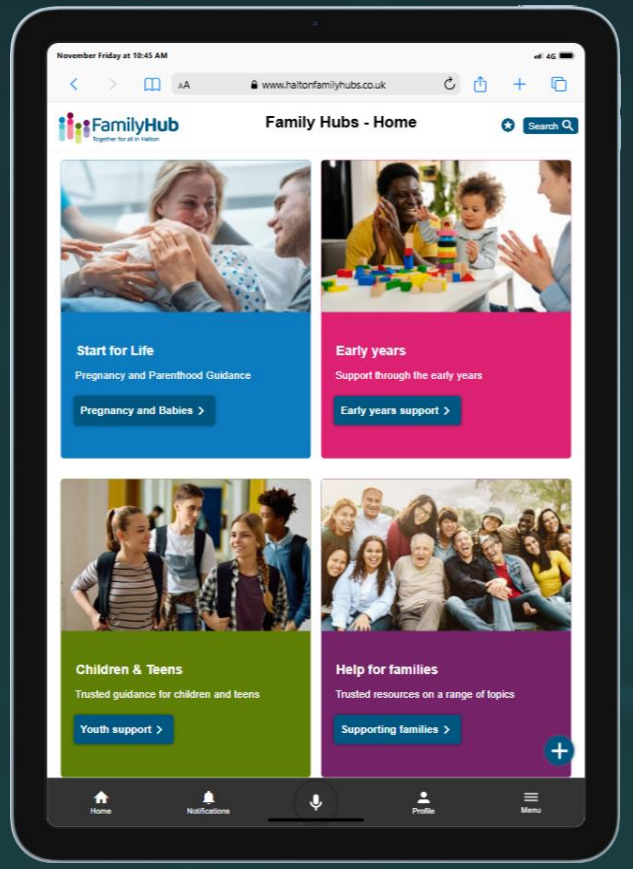
NHS England

BEEBOT AI

The Challenge



The Solution – an Intelligent Automation Platform as a single front door



BEEBOT AI

Intelligent Automation Platform

Enhancing human experiences with technology and services

Web / Mobile App Interface

- Improved user experience
- Increased accessibility
- Improved discoverability

Artificial Intelligence

- Improved customer engagement
- Increased efficiency
- Personalisation
- 24/7 availability
- Data collection and analysis

Robotic Process Automation

- Increased efficiency
- Improved accuracy
- Cost savings
- Improved compliance
- Faster processing times
- Improve customer satisfaction
- Reducing costs and processing times

AI Analytics

- Improved insights
- Faster decision-making
- AI-driven analytics
- Increased efficiency
- Improved accuracy
- Cost savings
- Personalisation

SAVE → **SCALE** → **ENHANCE**

Using Intelligent features to help ……

Automated Care Pathways ACP

We have created over 30 pathways that are readily accessible for your digital front door.
You can further personalise these pathways to better suit your community and professionals.
Examples of available pathways include:

Pregnancy	Dad's Support	Children's Health	Speech and Language
Trimester 1, Trimester 2, Trimester 3, Feeding (Breast/ Bottle), Perinatal Mental Health Support	Trimester 1, Trimester 2, Trimester 3, Feeding (Breast/ Bottle)	Oral Health, Immunisations, Sleep, Diet, Mental Health	Age 0-6 months, Age 6-12 months, Age 12-24 months, Age 2-3 years, Age 3-5 years

Sources for the information and content for the pre-configured pathways comes from (but not limited to):

NHS · BBC Tiny Happy People · mind · nct · Speech and Language UK Changing young lives. · Barnardo's · National Autistic Society · the sleep charity · Carers Trust · ADHD UK

- Personalised Experience
- Live chat
- Mobile app
- Secure bot content
- NHS Content Integration
- API's
- Automations
- Voice search
- Intelligent search
- Modern UI/UX
- Conversational AI
- Automated Care Pathways
- Booking System

BEEBOT AI

Transforming Councils with AI & Automation

Channel Shift

Enabling councils to enhance customer experience and transition communication channels to be automated

Waiting Well

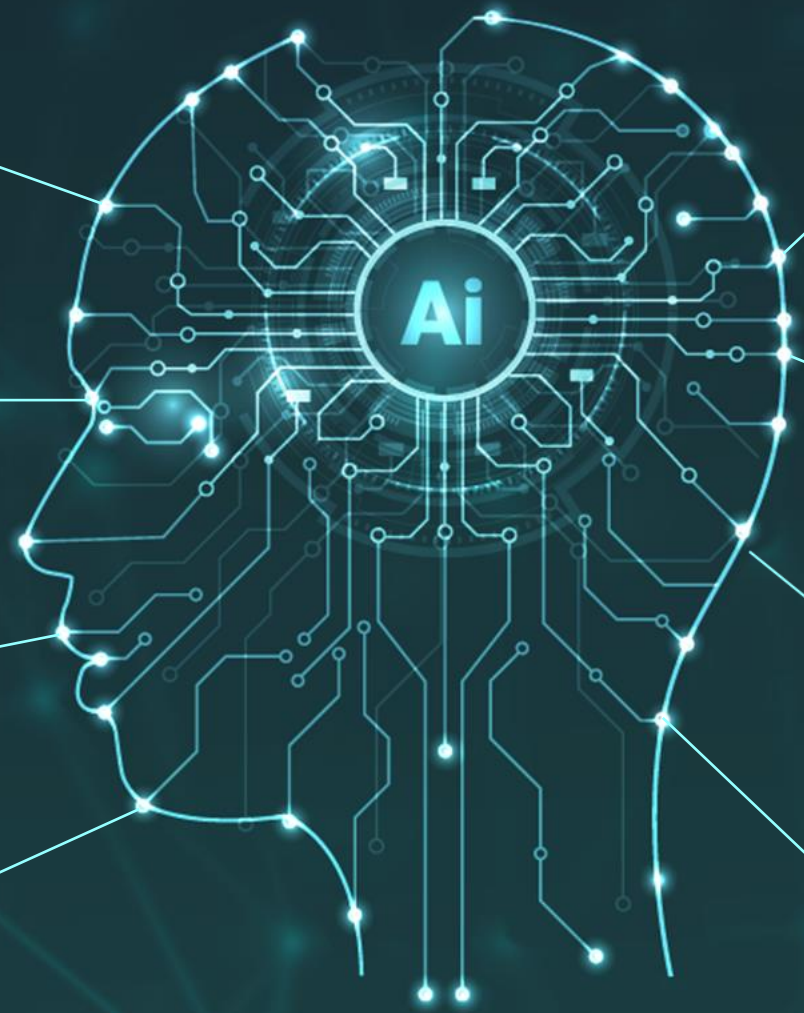
Supporting citizens along their journey to services and enabling self-help though digital sequences

Digital Front Doors

Delivering interactive digital experiences that modernize your digital front door and captivate your audience

Automate Admin

Removing costly administration with automation to drive efficiency



Workforce Enablement

Maximize workforce productivity to increase outcome for citizens

Early Intervention

Utilise modern assessment tools to reduce admin and intervene early to see a decline in downstream costs

Customer Experience

Deliver citizens experiences that build confidence and simplify transactions for citizens while reducing cost

Council Revenue Generation

Partnering with Local Government clients to explore revenue generation opportunities/ethical debt collection

BEEBOT AI

Our Partnerships

AI Driven Solutions Public Sector

Camden

Greenwich Council

Ealing
www.ealing.gov.uk

London Borough of Harrow

London Borough of Hounslow

London Borough of Merton

Doncaster Metropolitan Borough Council

Burnley Borough Council

London Borough of Bexley
Trusted by Bexley residents

Enfield Council

Conwy
Cyngor Bwrdeistref Sirol
County Borough Council

Swale Borough Council

Family Hubs / FIS / SEND Public Sector

Gloucestershire County Council

Coventry City Council

London Borough of Redbridge

Luton Family Hubs

North Lincolnshire Council

Halton Borough Council

Sefton Council

Knowsley Council

North Northamptonshire Council

26+ solutions to UK Councils

Private Sector

nationwide

EH

Magna Housing

HARE

GRAY HEALTHCARE

Berkeley Homes

Agria Pet Insurance

Together Trust

Kraken Seattle

Kingspan

THEHUTGROUP

BEEBOT AI

Thank You!

Please get in touch if you want a chat about the art of the possible;

Use the QR code to access more info or call/email me:

dominic.whelan@beebotai.com
07817 384491

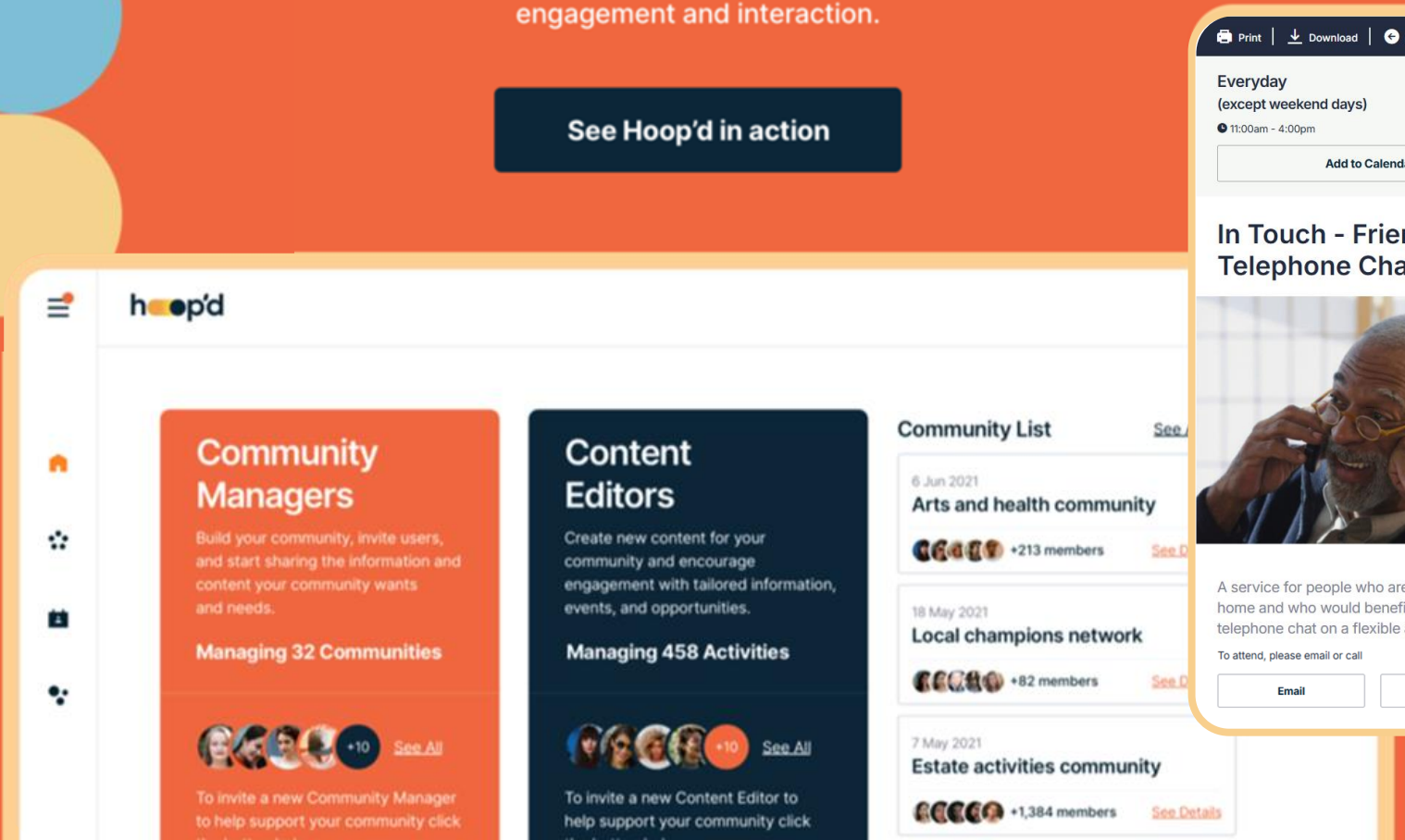
Mortar

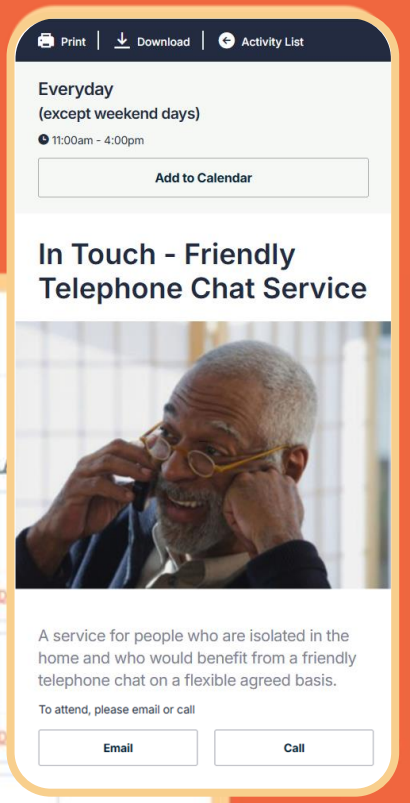
Information needs to reach everyone, not just those that are easy to reach.

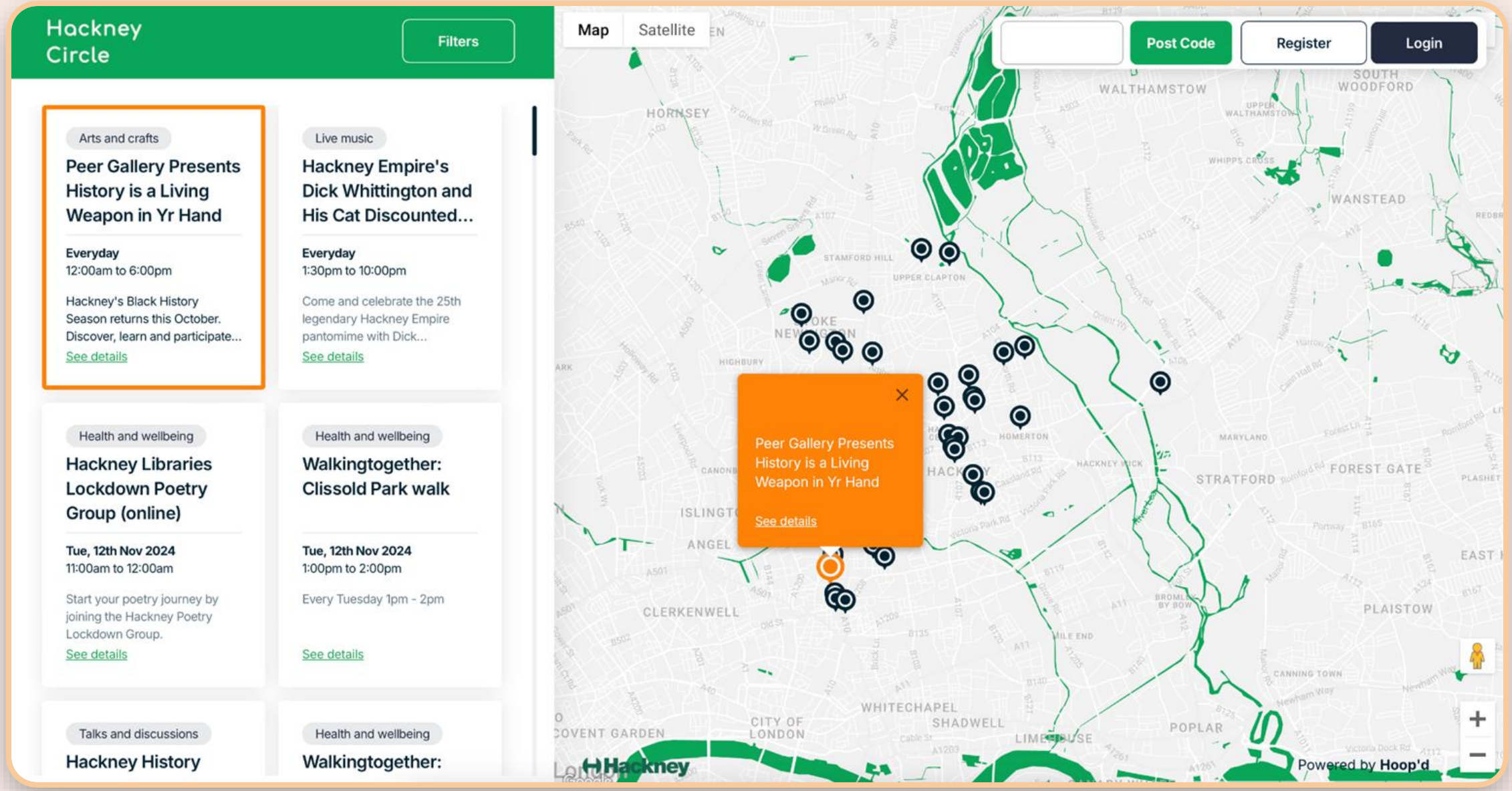
Get hoop'd

Bring your community closer together.
Hoop'd builds powerful social environments, driving community engagement and interaction.

See Hoop'd in action






Hackney Circle
Filters
Arts and crafts
Peer Gallery Presents History is a Living Weapon in Yr Hand
Everyday
12:00am to 6:00pm
Hackney's Black History Season returns this October. Discover, learn and participate...
See details
Live music
Hackney Empire's Dick Whittington and His Cat Discounted...
Everyday
1:30pm to 10:00pm
Come and celebrate the 25th legendary Hackney Empire pantomime with Dick...
See details
Health and wellbeing
Hackney Libraries Lockdown Poetry Group (online)
Tue, 12th Nov 2024
11:00am to 12:00am
Start your poetry journey by joining the Hackney Poetry Lockdown Group.
See details
Health and wellbeing
Walkingtogether: Clissold Park walk
Tue, 12th Nov 2024
1:00pm to 2:00pm
Every Tuesday 1pm - 2pm
See details
Talks and discussions
Hackney History
Health and wellbeing
Walkingtogether:
Map
Satellite
Post Code
Register
Login
Peer Gallery Presents History is a Living Weapon in Yr Hand
See details
Hackney
Powered by Hoop'd

Hackney Circle
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Satellite
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Hackney History
Health and wellbeing
Walkingtogether:
Peer Gallery Presents History is a Living Weapon in Yr Hand
See details
HORNSEY
STAMFORD HILL
UPPER CLAPTON
HOMERTON
ISLINGTON
ANGEL
CLERKENWELL
CITY OF LONDON
WHITECHAPEL
SHADWELL
COVENT GARDEN
Hackney
Hackney Circle
AT
HOMERTON
HACKNEY WICK
Fashion and Drink
Textiles and Fashion at Hackney Museum
Wed, 27th Nov 2021
3:00pm - 4:30pm
The add or remove programs utility is very useful, but not all of the programs are listed up...
Privacy · Terms · Contact
Powered by Hoop'd
Hackney Circle
Hackney
Summer Social
Hackney Circle summer social at the Curve Garden
Join the Hackney Circle team and cultural partners to celebrate summer with this special social event.
About This Event:
The first annual summer event for Hackney Circle! Come and explore the wonderful Dalston Eastern Curve Garden whilst getting to know more of our cultural partners and Hackney Circle members.
Free refreshments and music are on offer! This event is a great way to socialise and meet new members, and a fantastic opportunity to enjoy the beautiful garden with us.
No booking is needed. Let us know your interest in coming to the summer social: megan@hackneycircle.co.uk
Tue, 28th June
2:00pm - 4:00pm
Free event
No booking necessary
Dalston Eastern Curve Garden
13 Dalston Lane
E8 3DF
View on a map

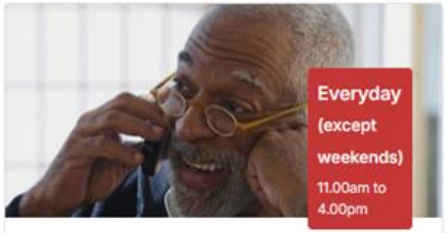
Holloway
Neighbourhood Group

Filter

Counselling

Therapy provides a safe and confidential space for...

by Stress Project Therapy Centre



In Touch - Friendly Telephone Chat Service

A service for people who are isolated in the home a...

by Old Fire Station Community Centre

Men's Social Group

Our friendly Men's Social Group meets every...

by Old Fire Station Community Centre

The Wellbeing Group

This friendly and welcoming Wellbeing Group is on...

by Stress Project Therapy Centre

Elders Exercise

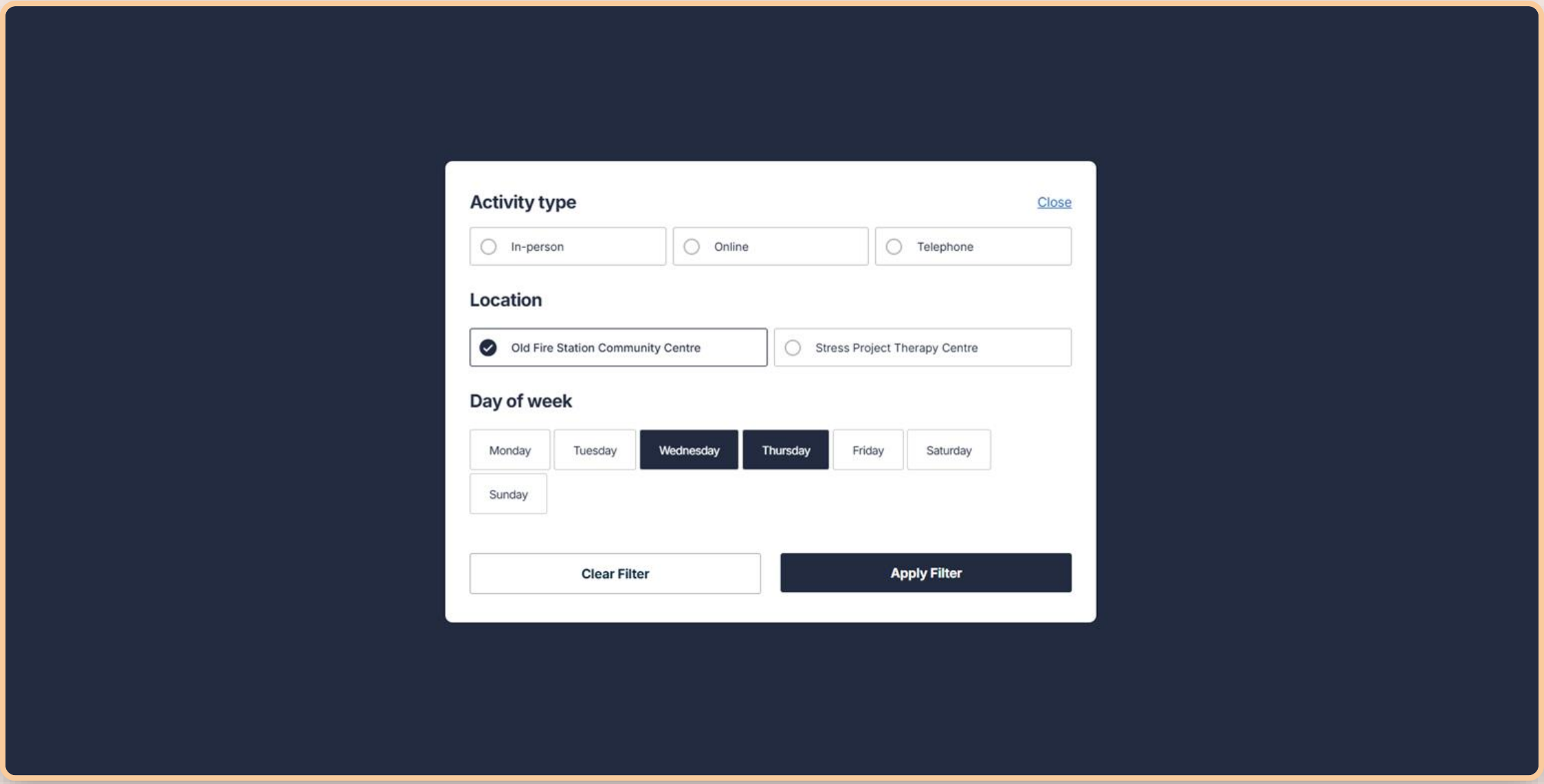
Weekly group exercise sessions that provide streng...

by Old Fire Station Community Centre

Ear Acupuncture

Acupuncture is a system of complementary medici...

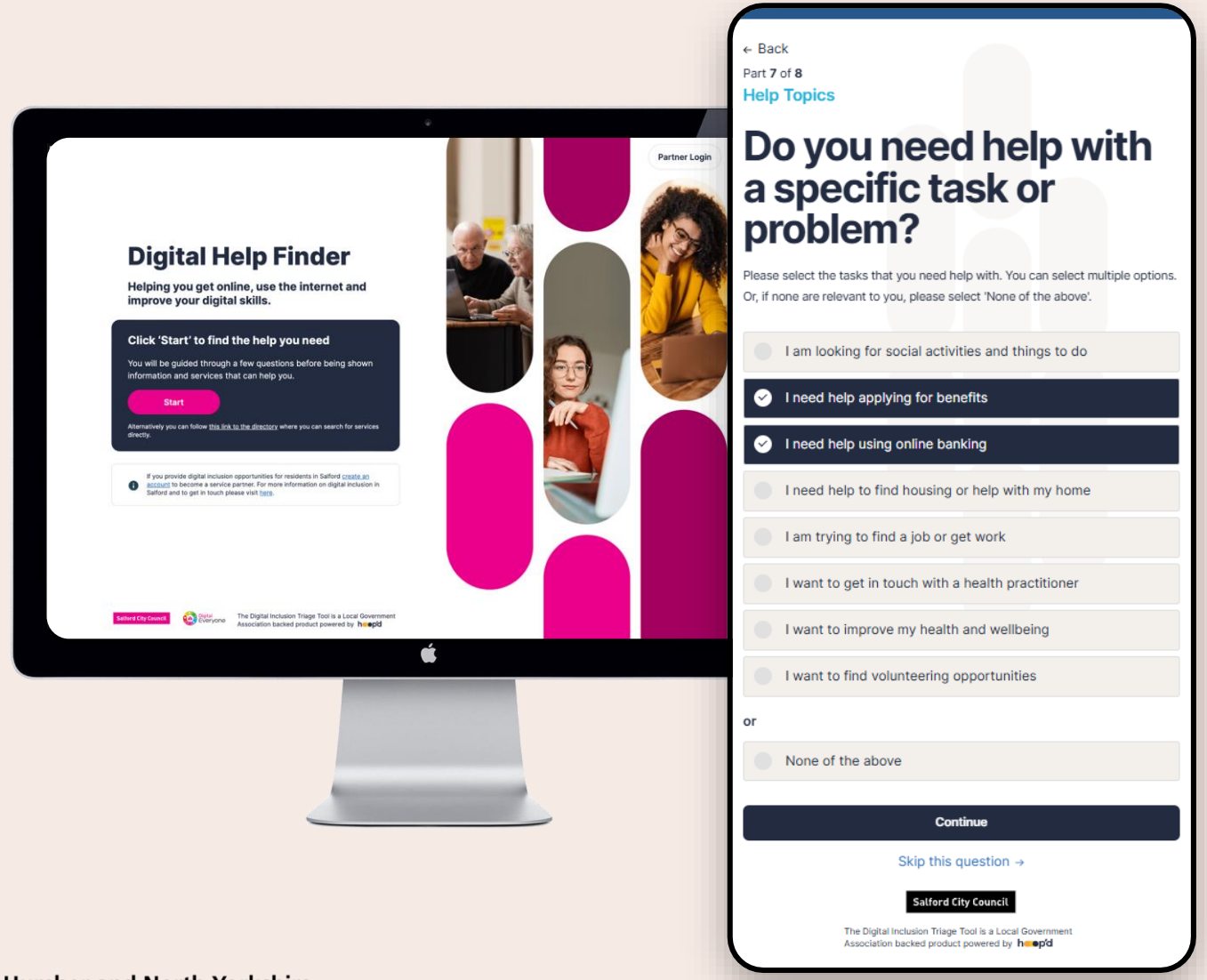
by Stress Project Therapy Centre


Activity type
Close
In-person
Online
Telephone
Location
Old Fire Station Community Centre
Stress Project Therapy Centre
Day of week
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
Clear Filter
Apply Filter

Digital Inclusion Triage Tool

— 240 resources in our National Inclusion Directory

— accessible alongside local directories of inclusion resources



Salford City Council

worcestershire county council

Waltham Forest

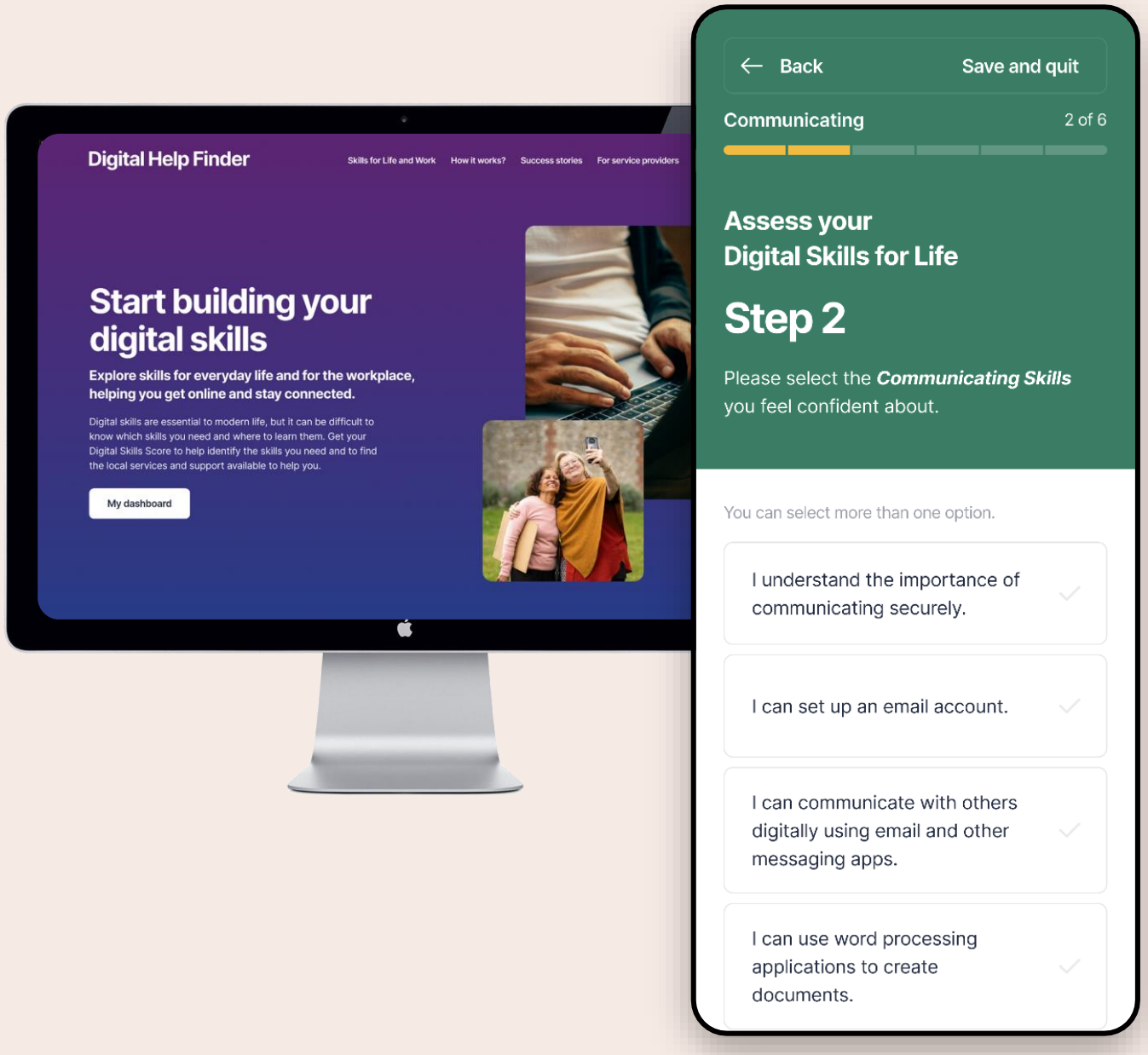
EAST RIDING OF YORKSHIRE COUNCIL

Humber and North Yorkshire Health and Care Partnership

Digital Skills and Help Finder

— 120 resources in our National Skills Directory

— alongside user skill assessment, monitoring and reporting

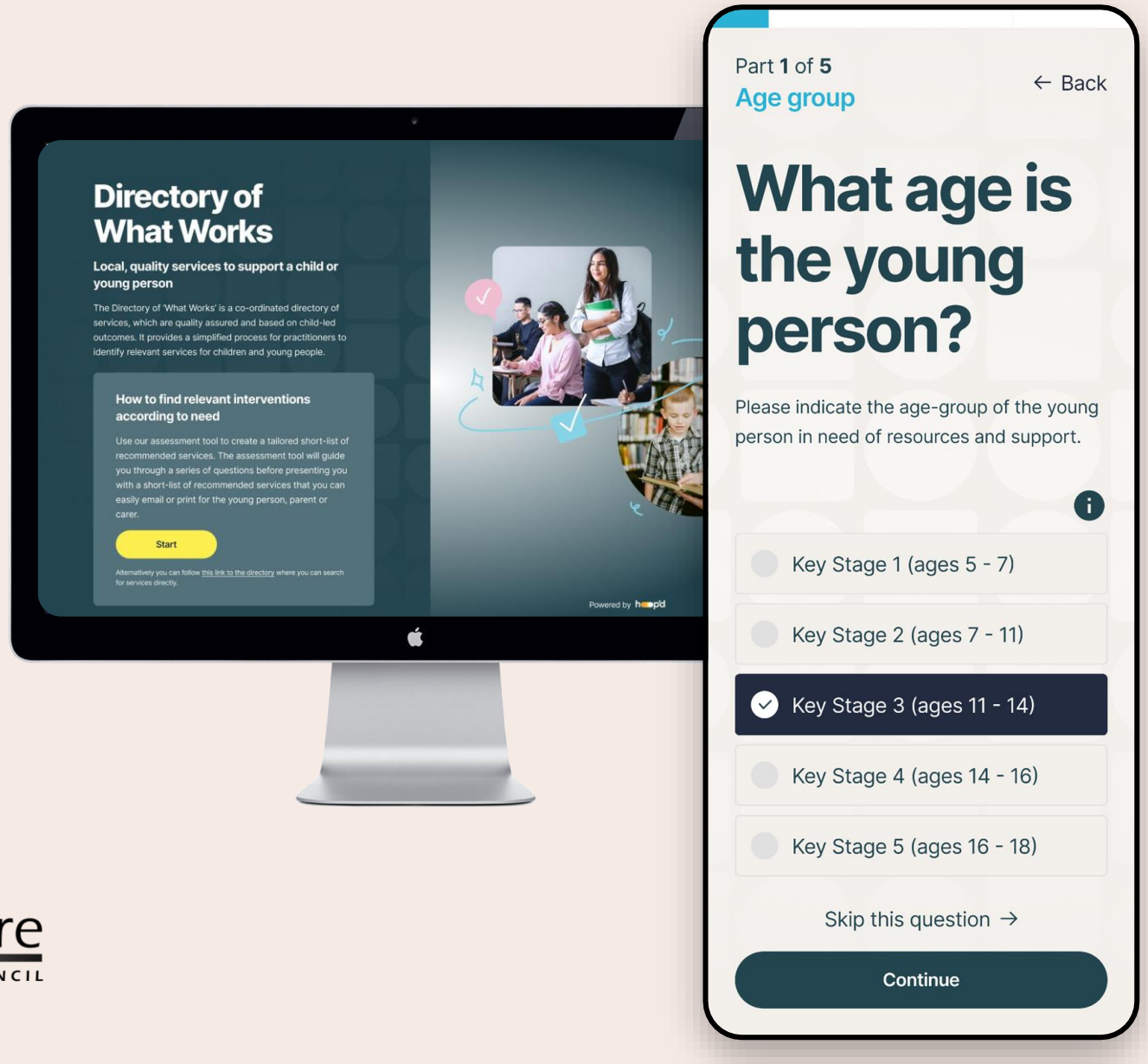


Essex County Council | DIGITAL ESSEX

What Works Directory

— Local area directories of services for young people at risk of exclusion

— combined with user triage tools assessing young people’s needs and creating service recommendations



Cheshire West and Chester

Gloucestershire COUNTY COUNCIL

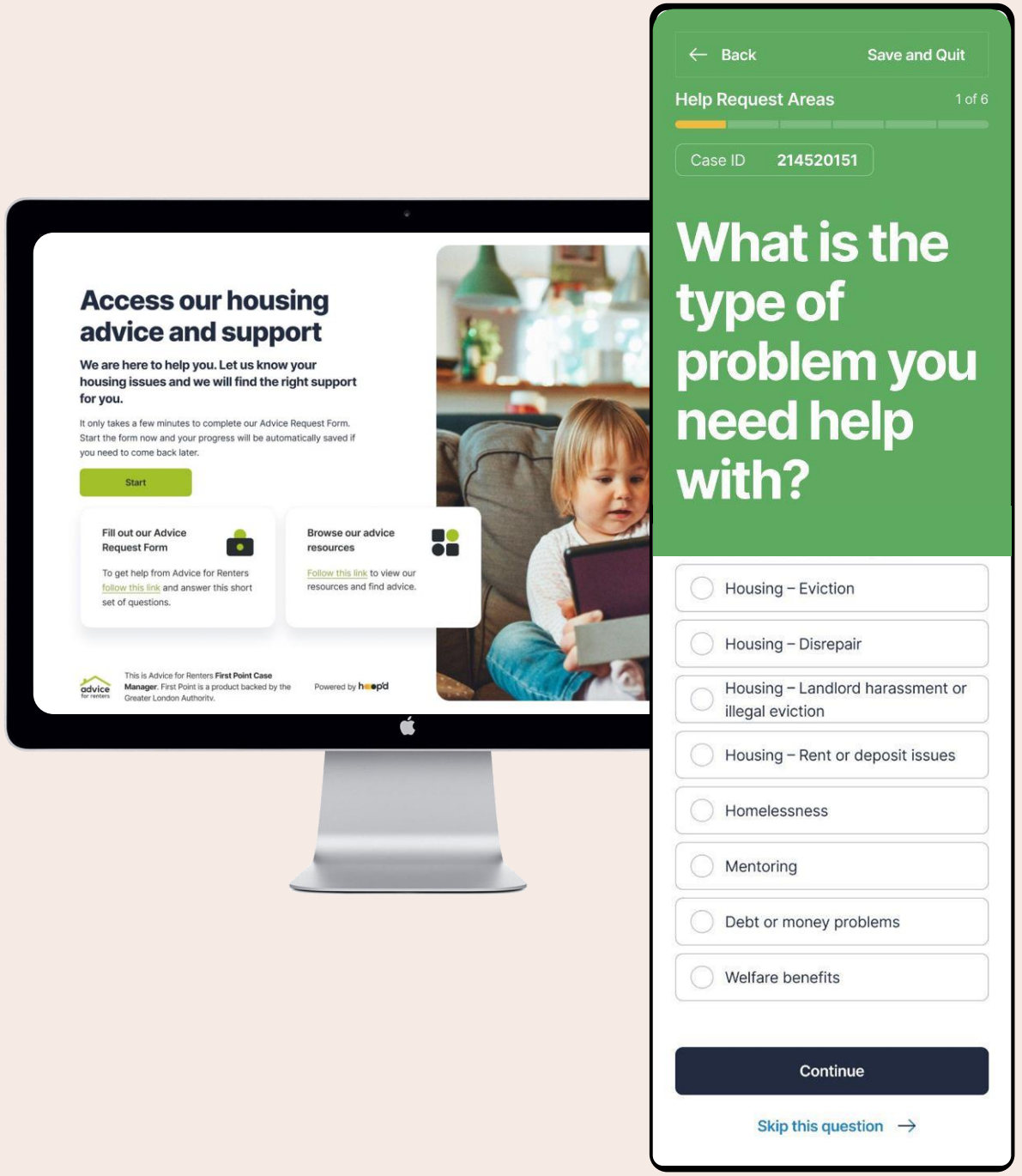
Tenancy Sustainment Tool

— Local and National Housing advice directory supporting tenants at risk of eviction

— case management, referral and data sharing tools for contracted council service

advice for renters

Brent



East Riding
Progress Online

This resource list has been created depending on your answers.
You may change your answers to find other resources.

east riding

Search

Close

3 results found for **east riding** Reset search

0 resources selected Select all

Support Needs +6

Adult Learning and Employability

Select

Improve your essential digital skills

If you would like to achieve a qualification in Essential Digital skills this is the course for you.

Location Public Location

Area **St Mary's**

Service by **East Riding Adult Lear...**

Free computers to access the internet

We have a number of free computers providing free access to the internet.

Location Public Location

Area **North Holderness**

Service by **Hornsea Library and C...**

What is your postcode? Post code

Do you need access to a computer, smartphone or tablet to get online? Show

Do you need access to the internet? Hide

- An internet connection at home
- Data for your mobile phone
- A contract for your mobile phone
- A place near me with free WiFi

or

- I do not need any of the above

Clear selections

Update

EAST RIDING OF YORKSHIRE COUNCIL

Humber and North Yorkshire Health and Care Partnership

East Riding Progress Online is a service for East Riding of Yorkshire Council and Humber and North Yorkshire Health and Care Partnership. The Digital Inclusion Triage Tool is a Local Government Association backed product powered by hoop'd

Directory of What Works

This resource list has been created depending on your answers.
You may use the search function to find more resources.

Search resource database | Search | Filter

0 resources selected Select all

Print (all) Send Email (all)

Recommended

Specialized 1:1 tuition

Personalized tuition for children and young people looked after (CLA), those with Special Educational Needs and Disabilities (SEND) and Unaccompanied Asylum Seeking Children (UASC).

for Key Stages 1 2 3 4 5

Service by **Equal Education**

English a... Mental hea... + 11

Tutoring for reading abilities

The Reading Doctor offers bespoke tutoring for pupils that struggle with learning to read.

for Key Stages 1 2 3 4 5

Service by **The Reading Doctor Gloucester**

Mental h... Special Edu... + 9

Tutoring

Tuition to enhance curriculum experience.

for Key Stages 1 2 3 4 5

Service by **Headsight Services LTD**

Mental h... Special Edu... + 9

Tuition for SEN students

Specialised tuition for individuals with Special Educational Needs.

for Key Stages 1 2 3 4 5

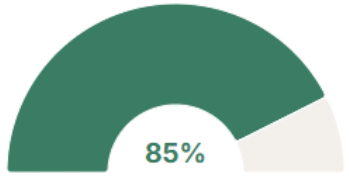
Service by **Smarted**

Mental h... Special Edu... + 10

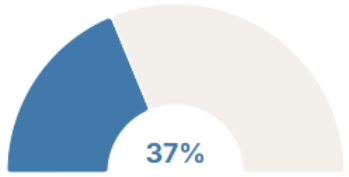
Other Relevant Resources

Digital Skills Platform has been used by 26 people.

Export data



Skills for Life compliancy of overall user base



Skills for Work compliancy of overall user base

Powered by hoop'd

EA

Green/blue numbers indicate how many people feel confident with that skill. A percentage of people feeling confident with the skill compared to all the users has also been given.

Skills for Life

Step 1 — 183 people have seen this step

Digital Foundation Skills

I can turn on a device (computer, laptop, tablet, ...	24 ✓	14.04%
I can use the available controls on my device.	19 ✓	11.11%
I can make use of accessibility tools on my devi...	17 ✓	9.94%
I can interact with the home screen on my device.	21 ✓	12.28%
I understand that the internet allows me to acce...	18 ✓	10.53%
I can connect my device to a safe and secure ...	19 ✓	11.11%
I can connect to the internet and open a browse...	19 ✓	11.11%
I understand that my passwords and personal i...	17 ✓	9.94%
I can update and change my password when pr...	17 ✓	9.94%

Step 2 — 128 people have seen this step

Communicating

hoop'd

Download user data

Search

ID	Name	Last Login	Service Providers	40 Points Skills for Life	29 Points Skills for Work	69 Points Total
112	Abdulkareem A****	7 Nov 2024	1	Point 39 30↑ 30↑	Point 0	Point 0
111	Christopher	6 Nov 2024	0	Point 40 31↑ 31↑	Point 29 20↑ 20↑	Point 69 51↑ 51↑
110	Paul D*****	6 Nov 2024	0	Point 37 28↑ 28↑	Point 0	Point 0
108	Jeremy W*******	6 Nov 2024	1	Point 21 13↑ 13↑	Point 0	Point 0
107	Tom H*******	5 Nov 2024	0	Point 13 10↑ 10↑	Point 0	Point 0
106	James C******	5 Nov 2024	0	Point 6 4↑ 4↑	Point 0	Point 0
105	Tom T*****	5 Nov 2024	1	Point 0	Point 0	Point 0
104	Emma T******		0	Point 0	Point 0	Point 0
103	James C******	4 Nov 2024	0	Point 14 13↑ 13↑	Point 0	Point 0
102	Tina T*******	4 Nov 2024	1	Point 0	Point 0	Point 0

EA

Mortar

hoop'd

Local
Government
Association

SOCIAL
FINANCE

Havering
LONDON BOROUGH

Department for
Communities and
Local Government

NHS
City and Hackney
Clinical Commissioning Group

Queen Mary
University of London

GREATER
LONDON
AUTHORITY

TRANSPORT
FOR LONDON

CLARION
HOUSING GROUP

Old Fire Station
A Holloway Neighbourhood Group Initiative

Hackney

anchor
hanover

advice
for renters

Salford City Council

worcestershire
county council

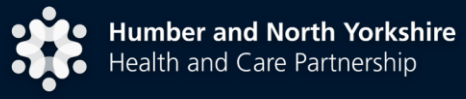
Essex
County
Council

DIGITAL
ESSEX

Brent

Waltham Forest

EAST RIDING
OF YORKSHIRE COUNCIL


Humber and North Yorkshire
Health and Care Partnership

Cheshire West
and Chester

Gloucestershire
COUNTY COUNCIL

Local Government Association

PUBLIC

Ask the vendors: Q&A

Digital front door *online networking breakout begins at 3:30pm*

Showcase close

Thank you!

Next steps

- Please provide your feedback for the event
- What next?
- Useful resources on the next slide

LGA Technology Innovation Showcase - Attendee Feedback Form

www.local.gov.uk

Useful resources

- LGA's AI Hub for information, advice and guidance Artificial Intelligence Hub | Local Government Association and LGA's AI Use Case Bank here

- Join the LGA's officer networks by signing up here

- Continuing the conversation

Vendor contact details

Challenge 1: Efficiency in the planning process		
Genie AI	Ed Kendall	ed.ken.24@genieai.co
Future Fox	Annette Jezierska	annette@thefuturefox.com
Verna	Matthew Brown	mycelia@verna.earth
Challenge 2: Improving Local Places		
Alchera	Tom McKenna	Tom@alcheratechnologies.com
Immense Solutions	Robin North	robin.north@immense.ai
Podaris	Nathan Koren; Beth Falloon	nathan@podaris.com; beth@podaris.com
Challenge 3: Supporting Social Care Practitioners		
Emma AI	Charles Cross	charles@askemma.org
Starlight	Shahbaz Ahmad	shahbaz@starlight.inc
Lilli	Nick Weston; Matthew Ford	nick.weston@intelligentlilli.com; matthew.ford@intelligentlilli.com
Challenge 4: Implementing a Digital Front Door		
Futr	Lee Skyrme	lee@futr.ai
Beebot AI	Dominic Whelan	dominic.whelan@beebotai.com
Mortar	George Unsworth	george@mortar.works

Local Government Association

PUBLIC

Networking Sessions

3.30pm – 4.30pm