

“Powerful”

“Powerful”

“Transformational”

“Powerful”

“Transformational”

“Occasionally hallucinates”

“Powerful”

“Transformational”

“Occasionally hallucinates”

**“A possible threat to the
future of humanity”**

Why are councils interested in using AI?



1. Finding **more efficient, cheaper** ways of operating



2. Improving the **resident experience** of council services



3. Improving **staff productivity, wellbeing, accessibility**



4. **Unlocking new revenue** that was previously unfeasible.

Narrow AI



Focused on specific tasks often learning from past cases.

GenAI



Creates new content from existing data based on a prompt.

Agentic AI



Acts autonomously and proactively to achieve goals.



London: Machine Learning to find unlicensed HMOs





London: Machine Learning to find unlicensed HMOs



Where else do you have lots of data on past cases that might help predict future ones?



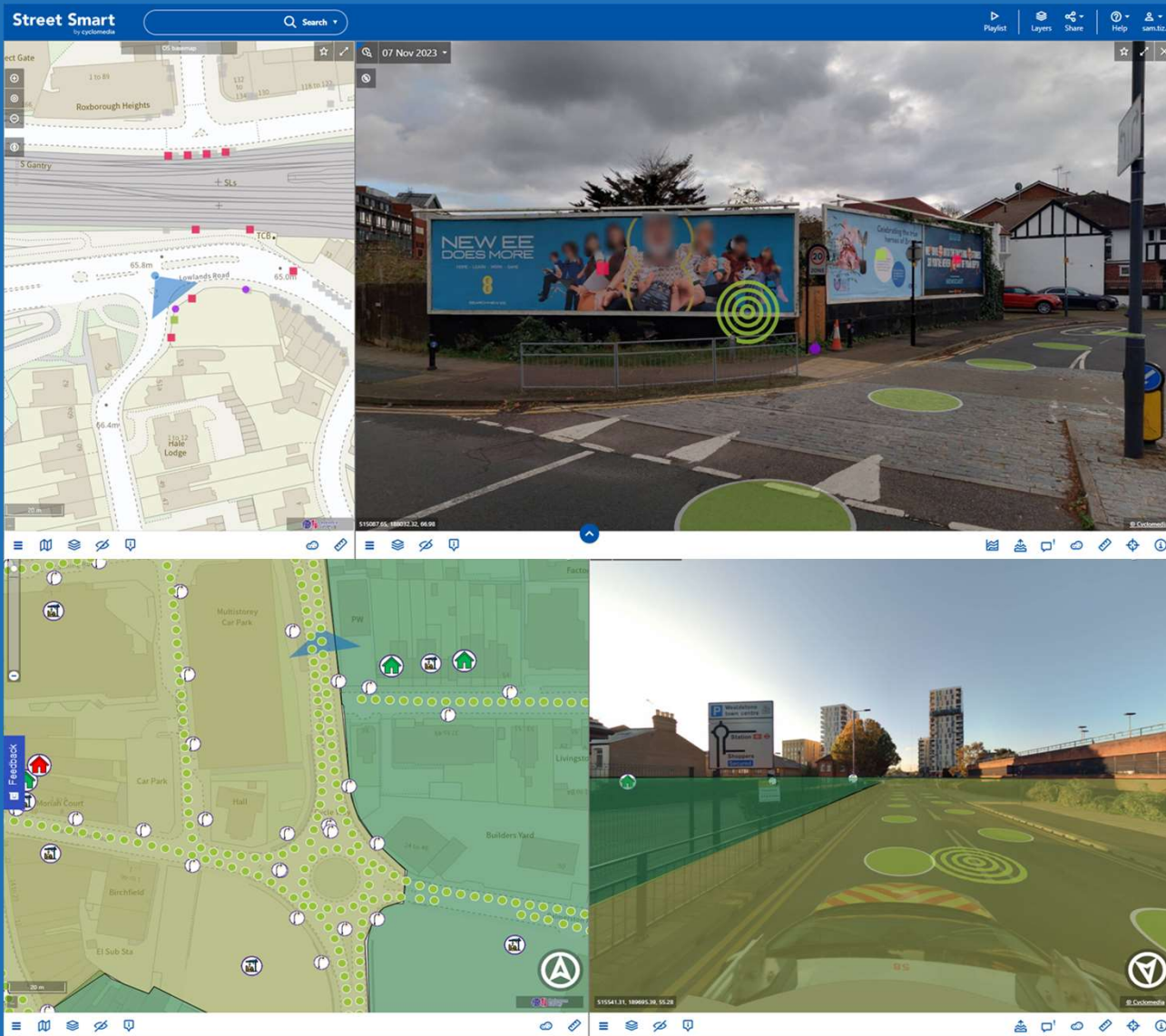
Predictive modelling for care package reviews



Predictive modelling for care package reviews

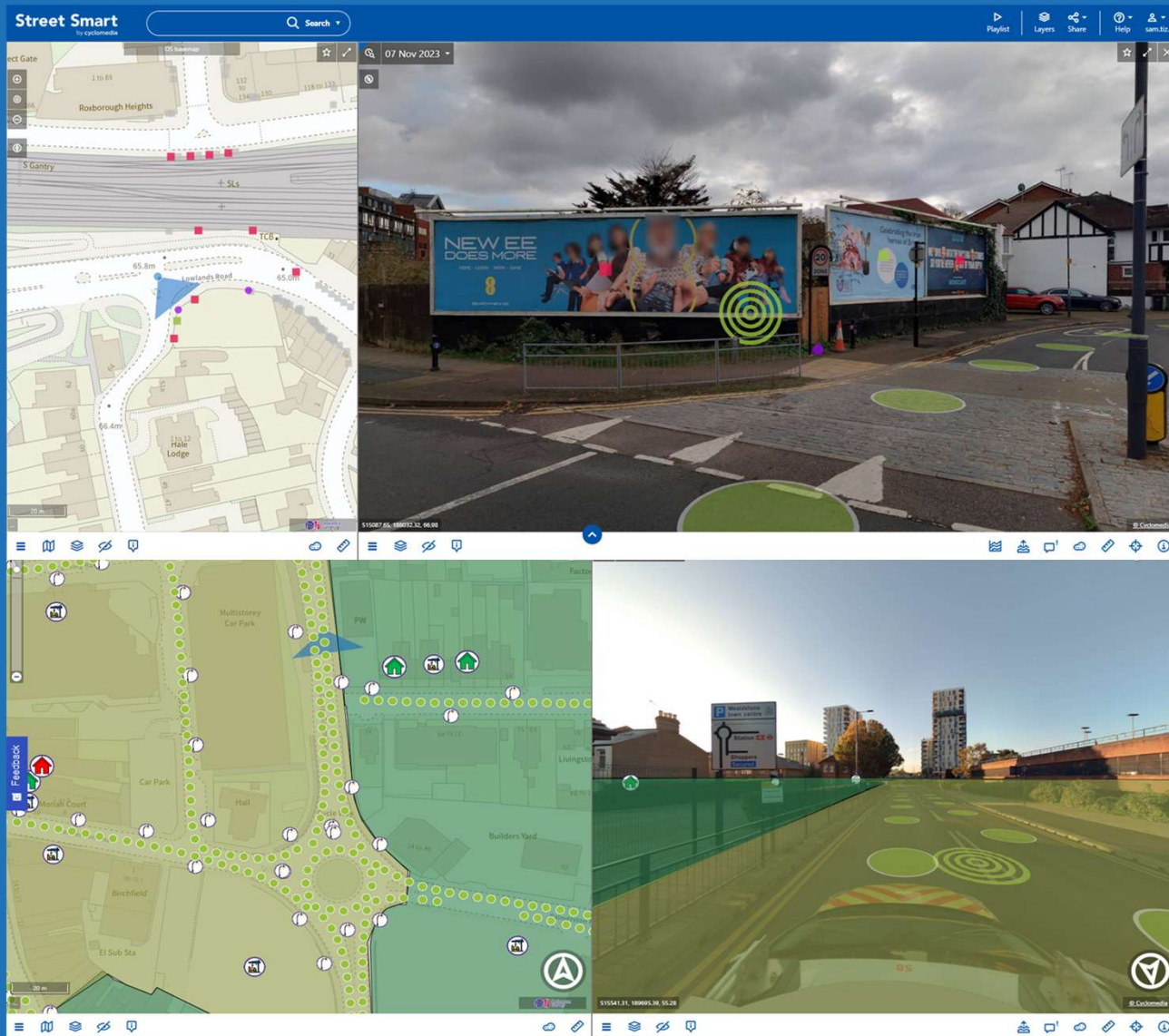


Where are you offering a one-size-fits-all approach where you could segment instead?



Harrow's image-based digital twin





Harrow's image-based digital twin

Where else might you be able to negate the need for frontline workers to visit in person?



Westminster: Noise monitoring





Westminster: Noise monitoring

**Where else could you
find out about issues
before anyone had to
complain?**





Hackney: FOI Machine





Hackney: FOI Machine

**Where else could
you bring
intelligent
automation to
information-heavy
tasks?**



HR Chatbot



HR Chatbot

Where else could you make your organisation's institutional knowledge easier to search?



Swindon Easy Read guides



Swindon Easy Read guides

Where else could AI help you simplify language?



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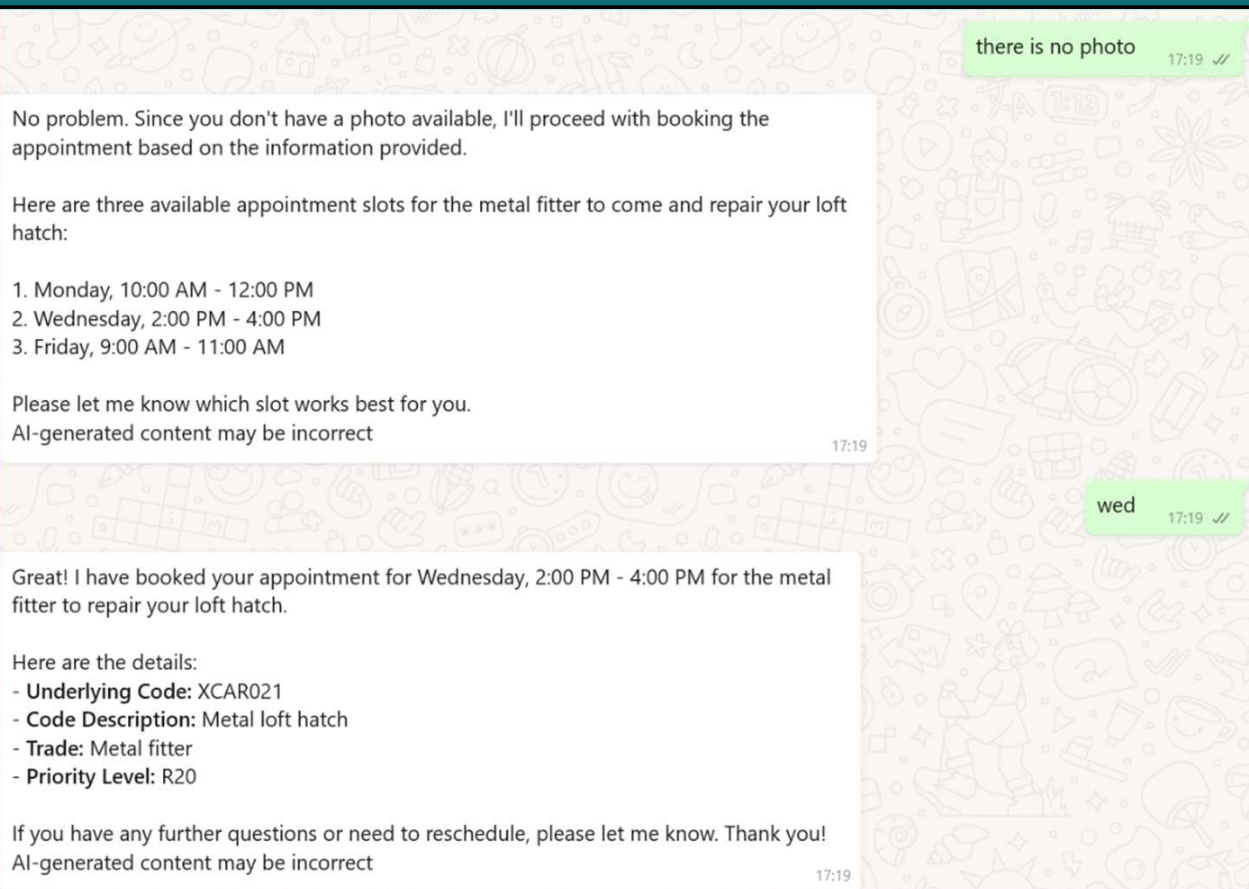
AI for future scenario planning



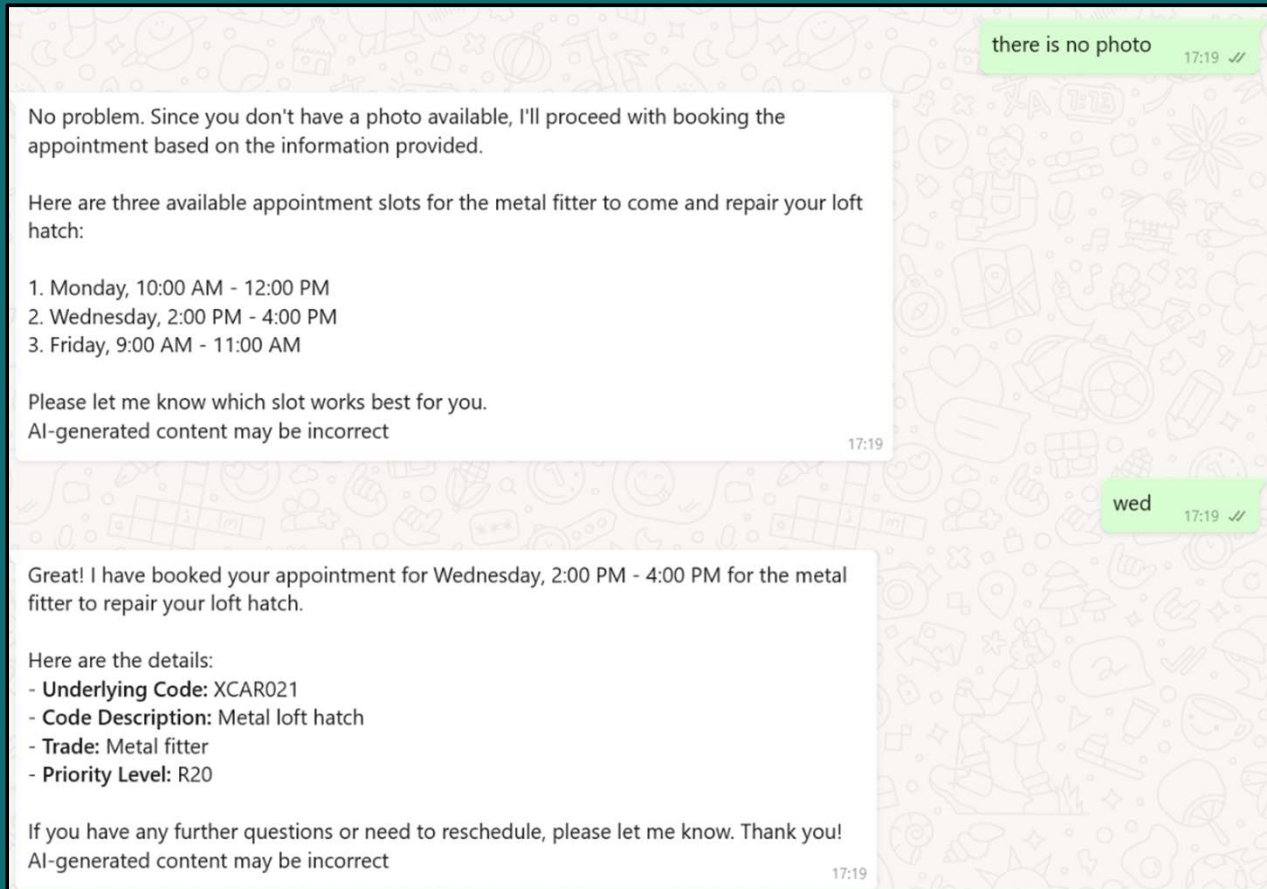
Where would it help to visualise futures?

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Islington's AI Whatsapp Chatbot to manage housing maintenance requests

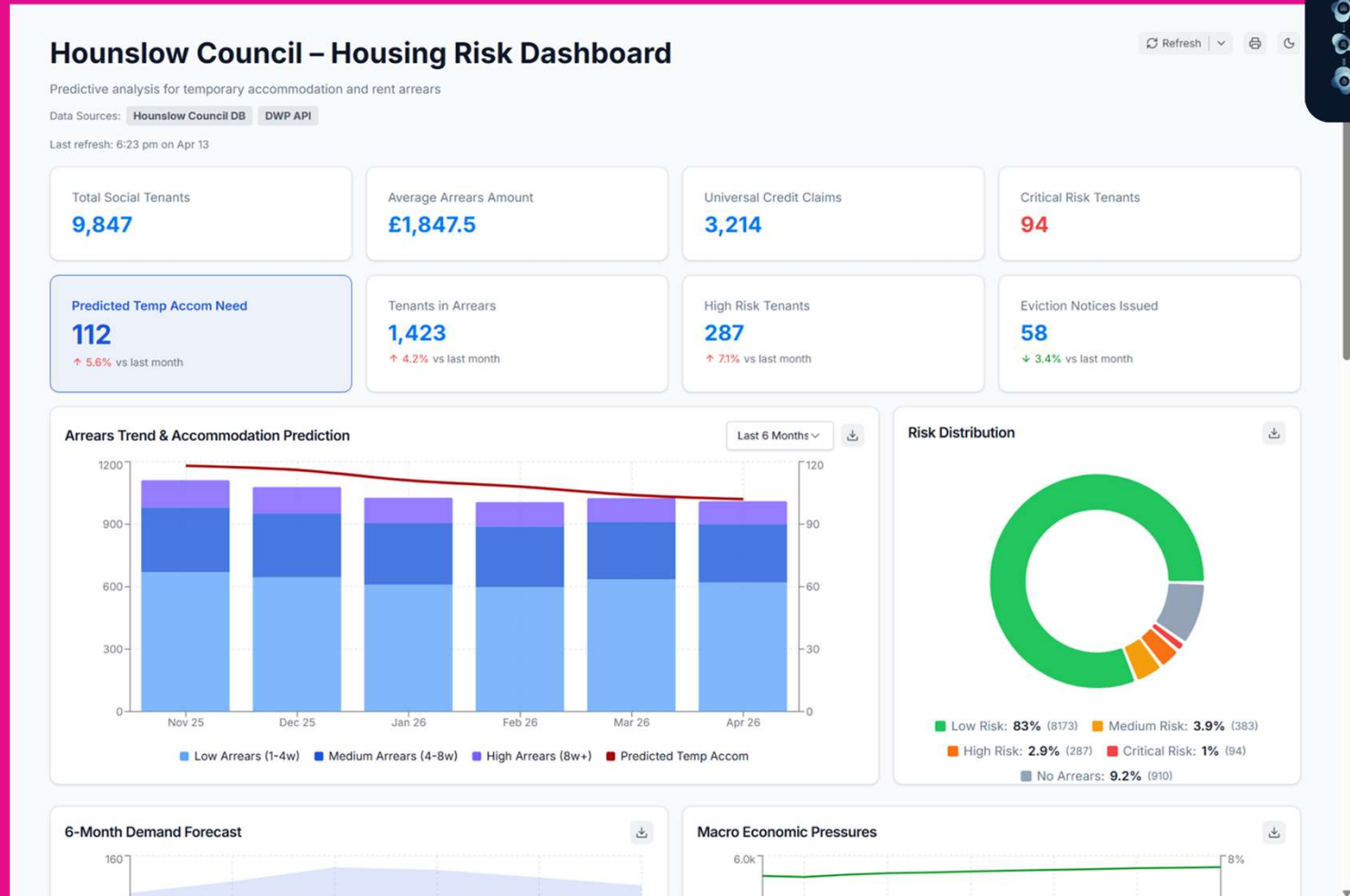


Islington's AI Whatsapp Chatbot to manage housing maintenance requests



Where else could
you automate a
resident
experience?

AI for prototyping





SUNNYMEAD
COUNCIL



How can I help?



Type or ask any question...

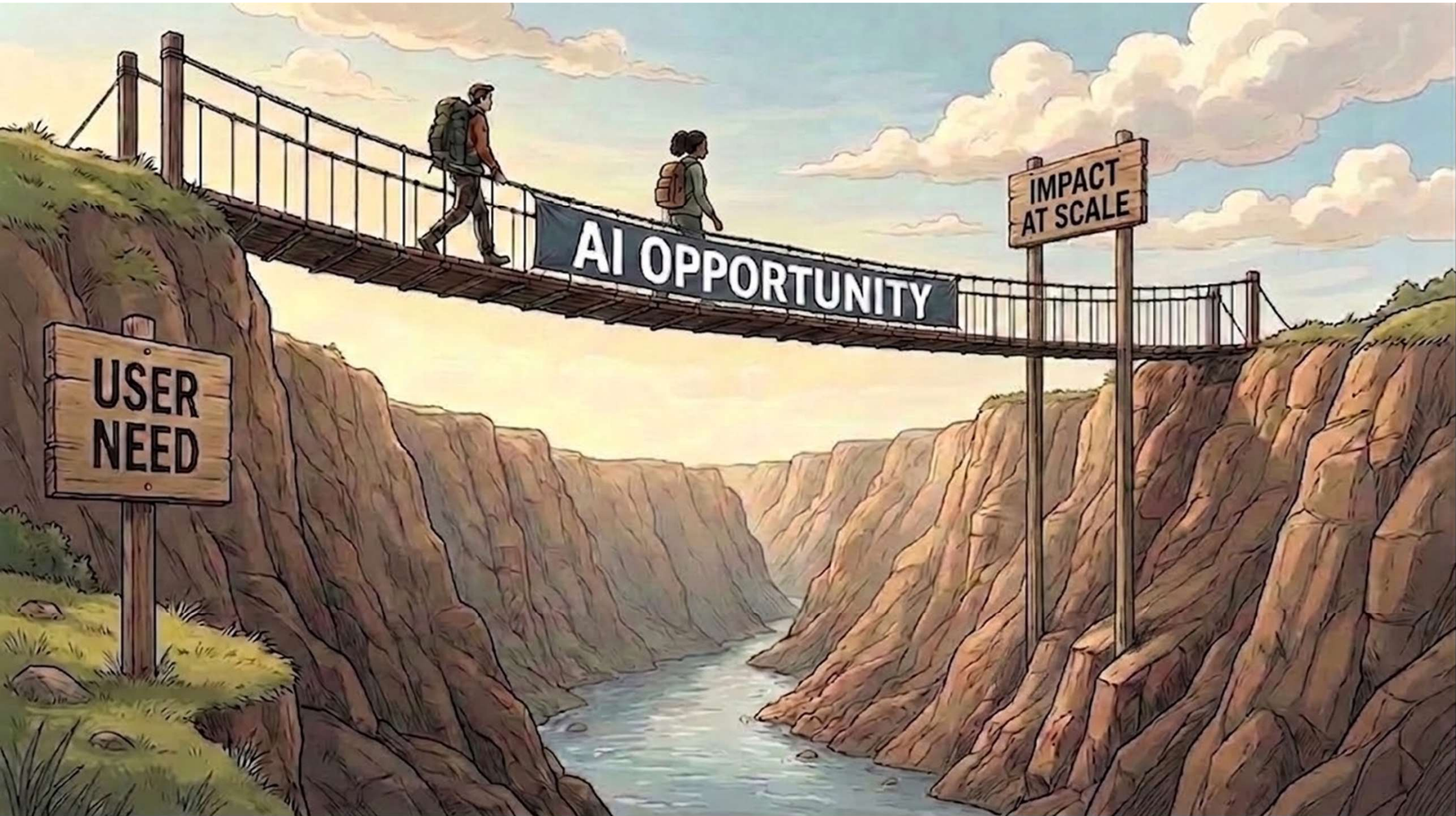


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**What does it take to use AI to
deliver meaningful change?**





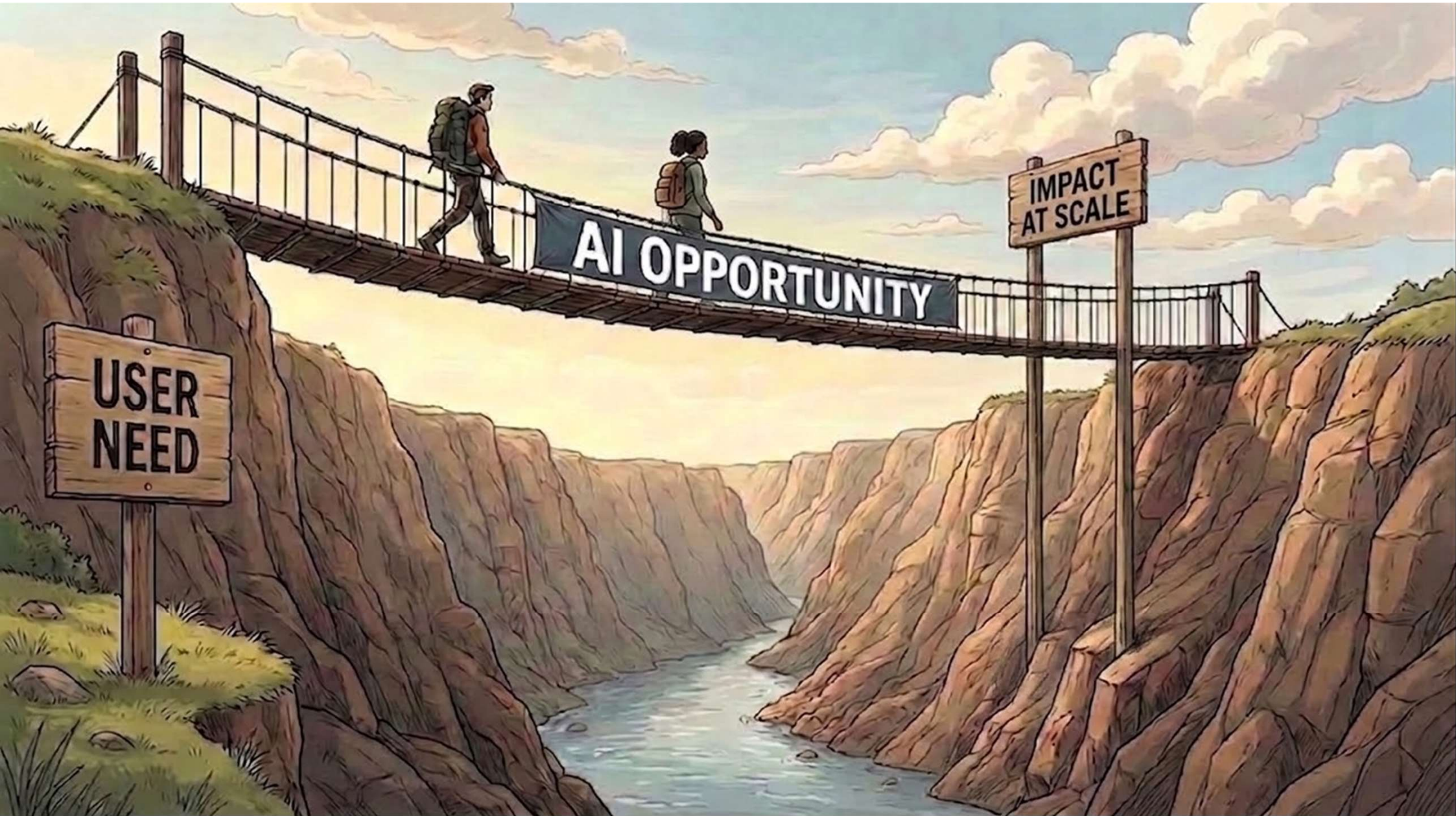
**USER
NEED**

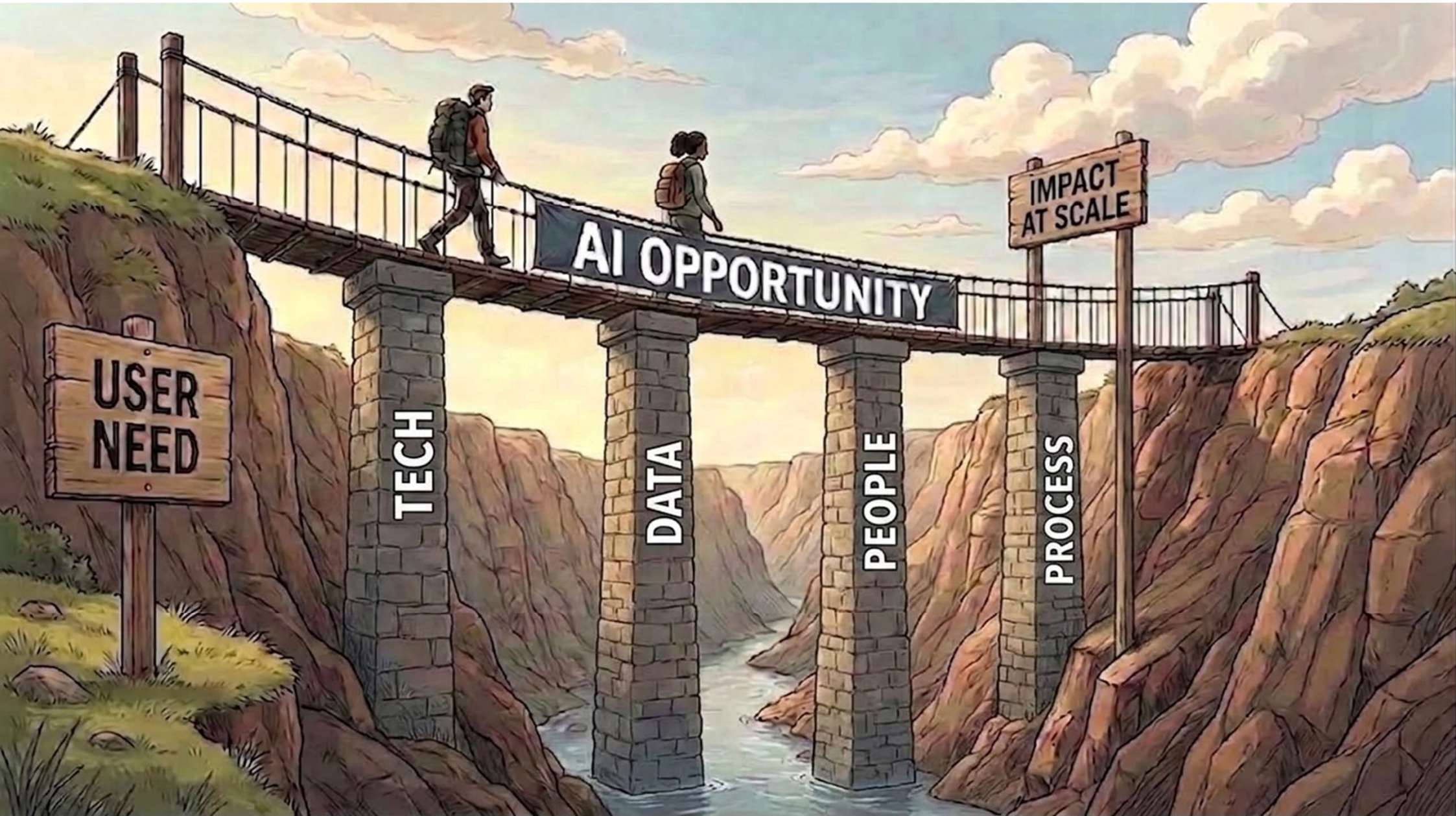
AI OPPORTUNITY

**IMPACT
AT SCALE**

**95% of all AI initiatives
never make it beyond
the pilot**

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USER
NEED

TECH

DATA

PEOPLE

PROCESS

AI OPPORTUNITY

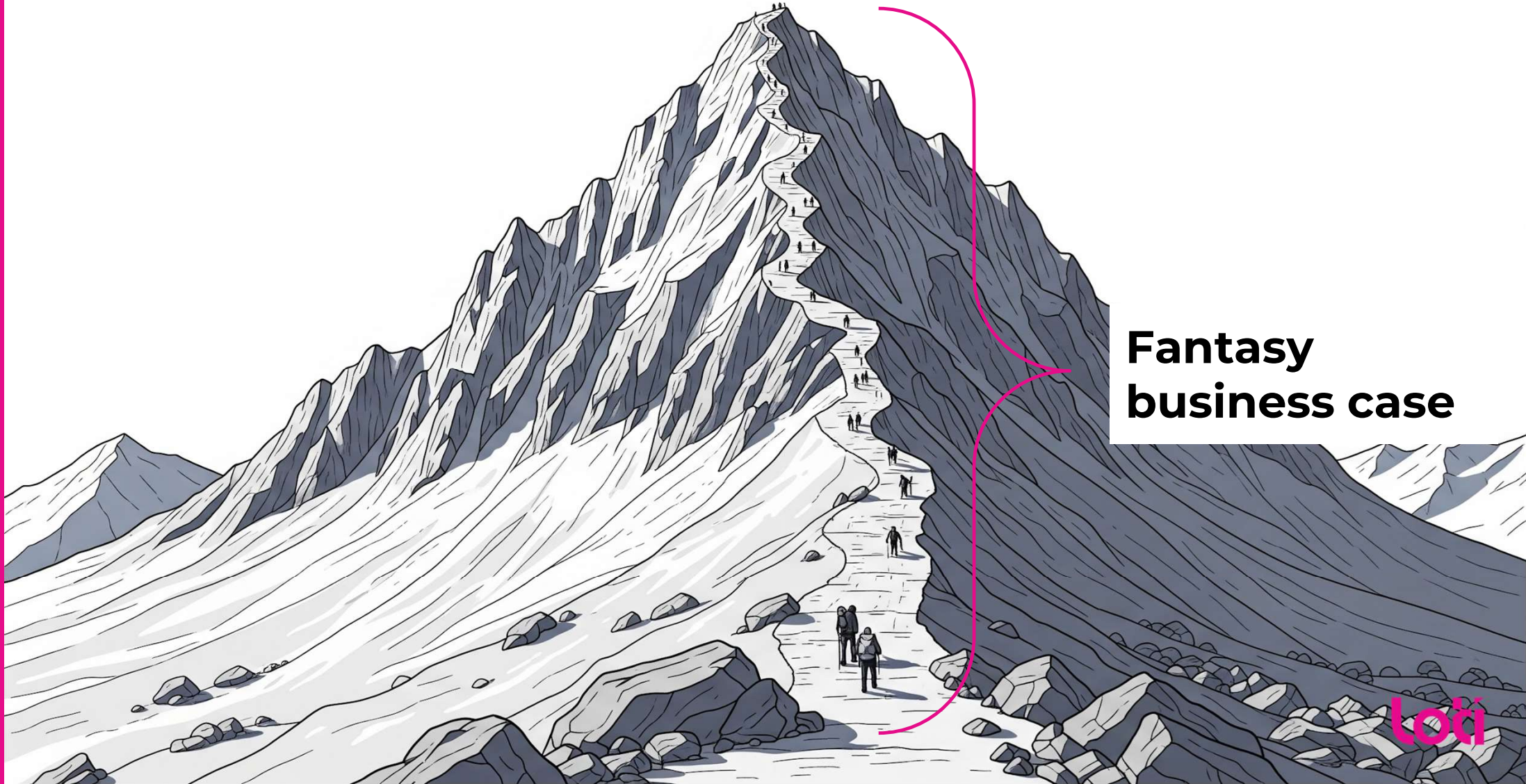
IMPACT
AT SCALE

Most public sector projects assume the world is like this...



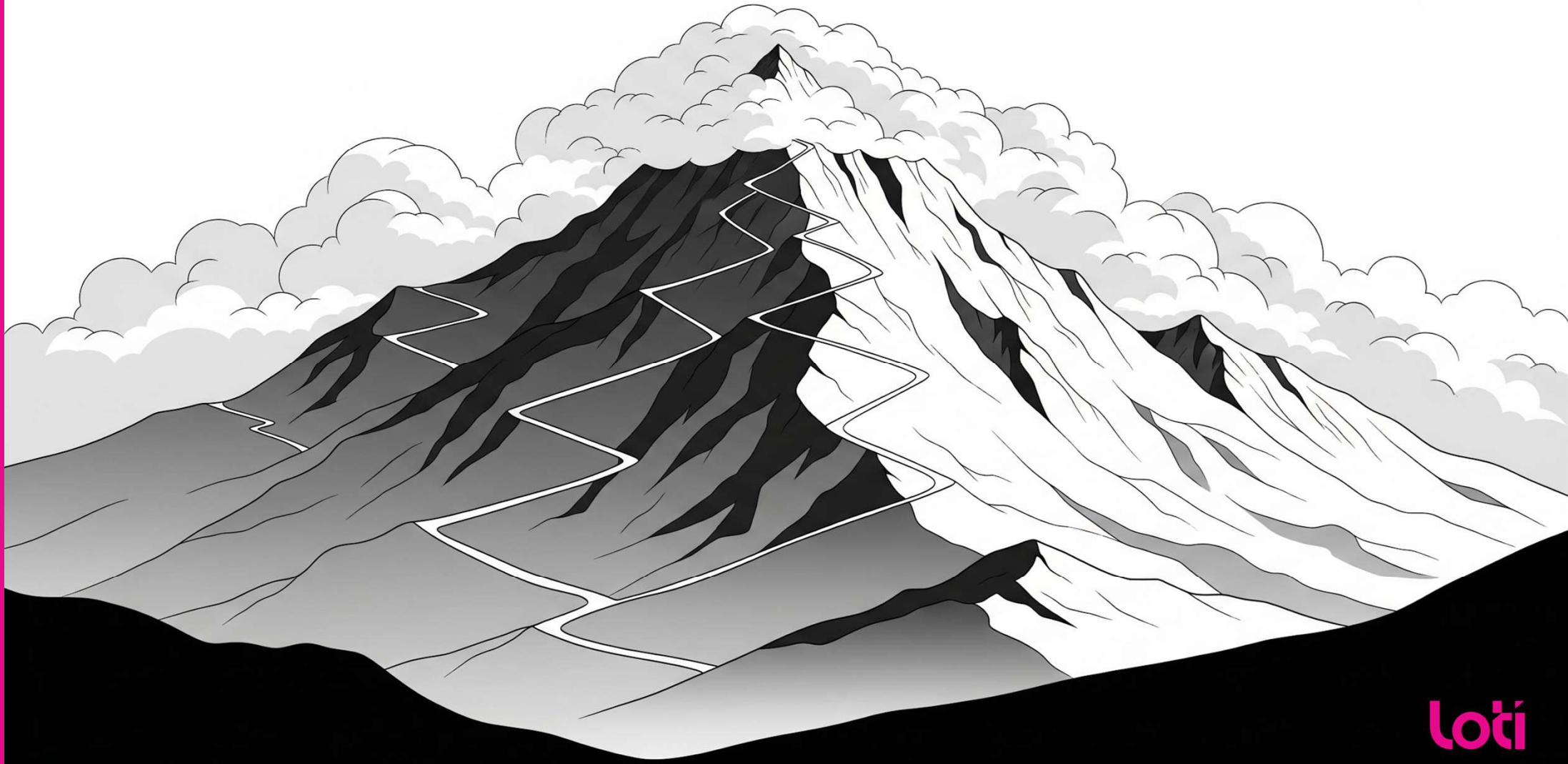
**Are you able to
experiment?**

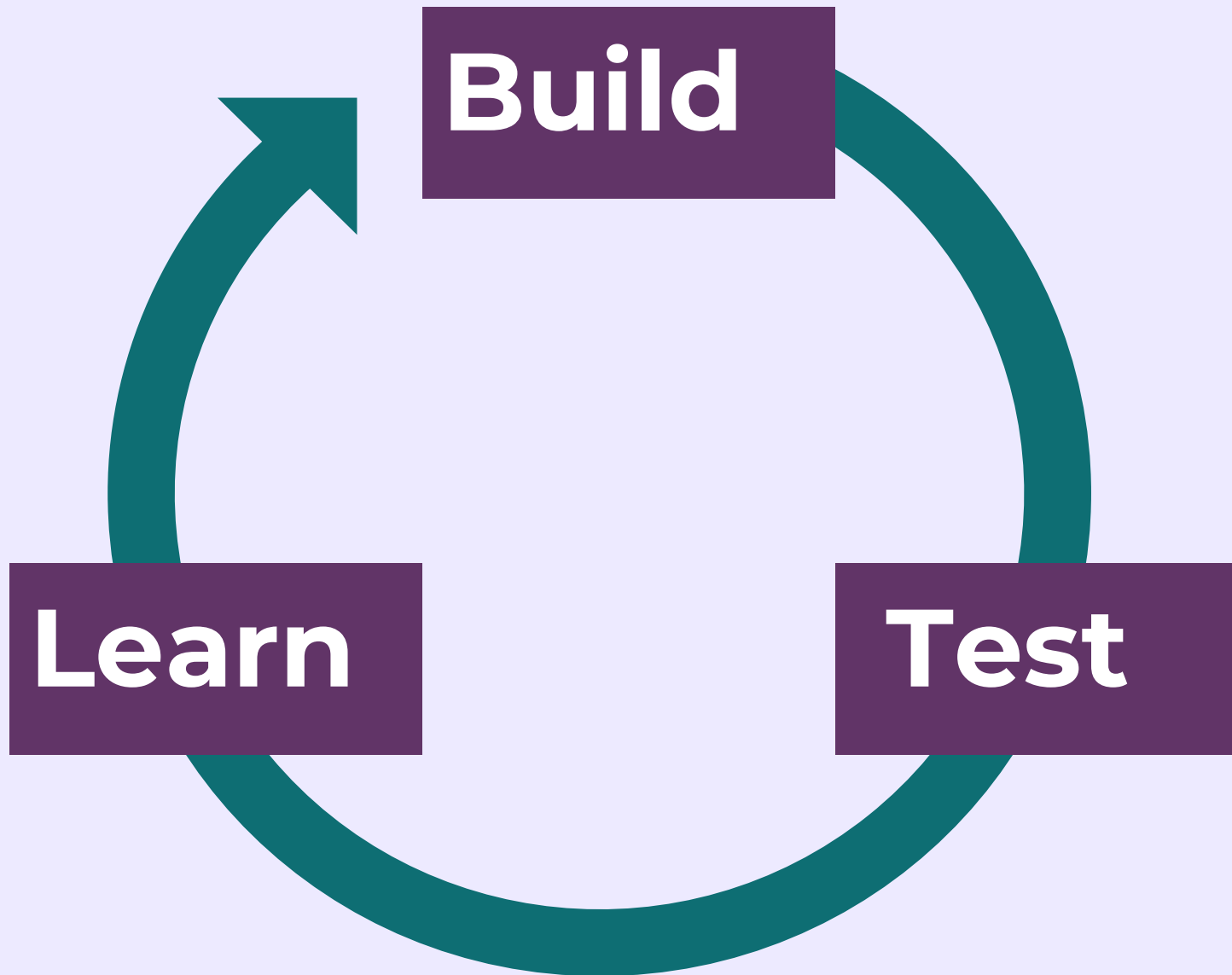
Most public sector projects assume the world is like this...



**Fantasy
business case**

More often than not, it's more like this...

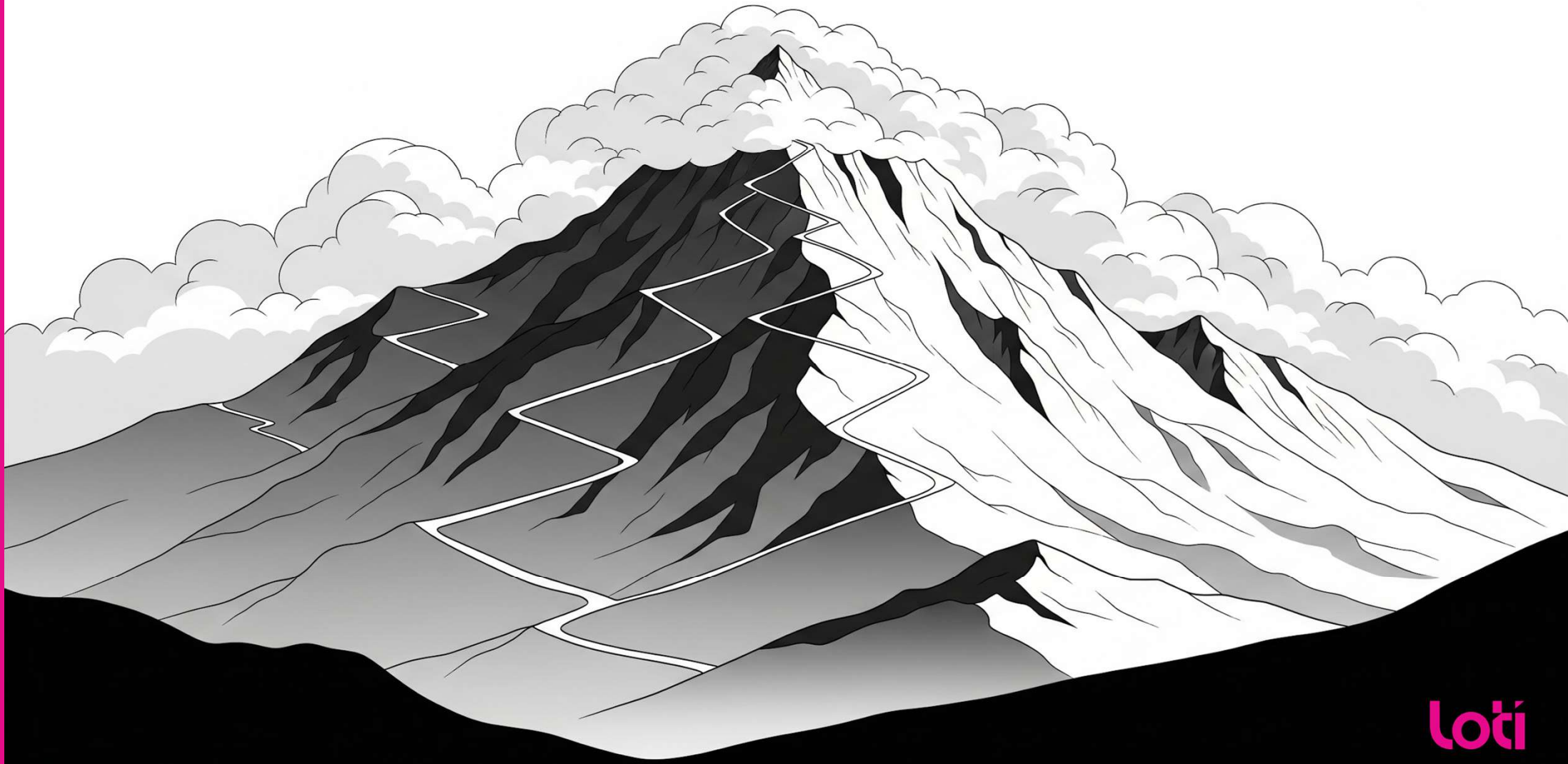




**What can you test next
by next Friday?**

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Let's spread our bets...

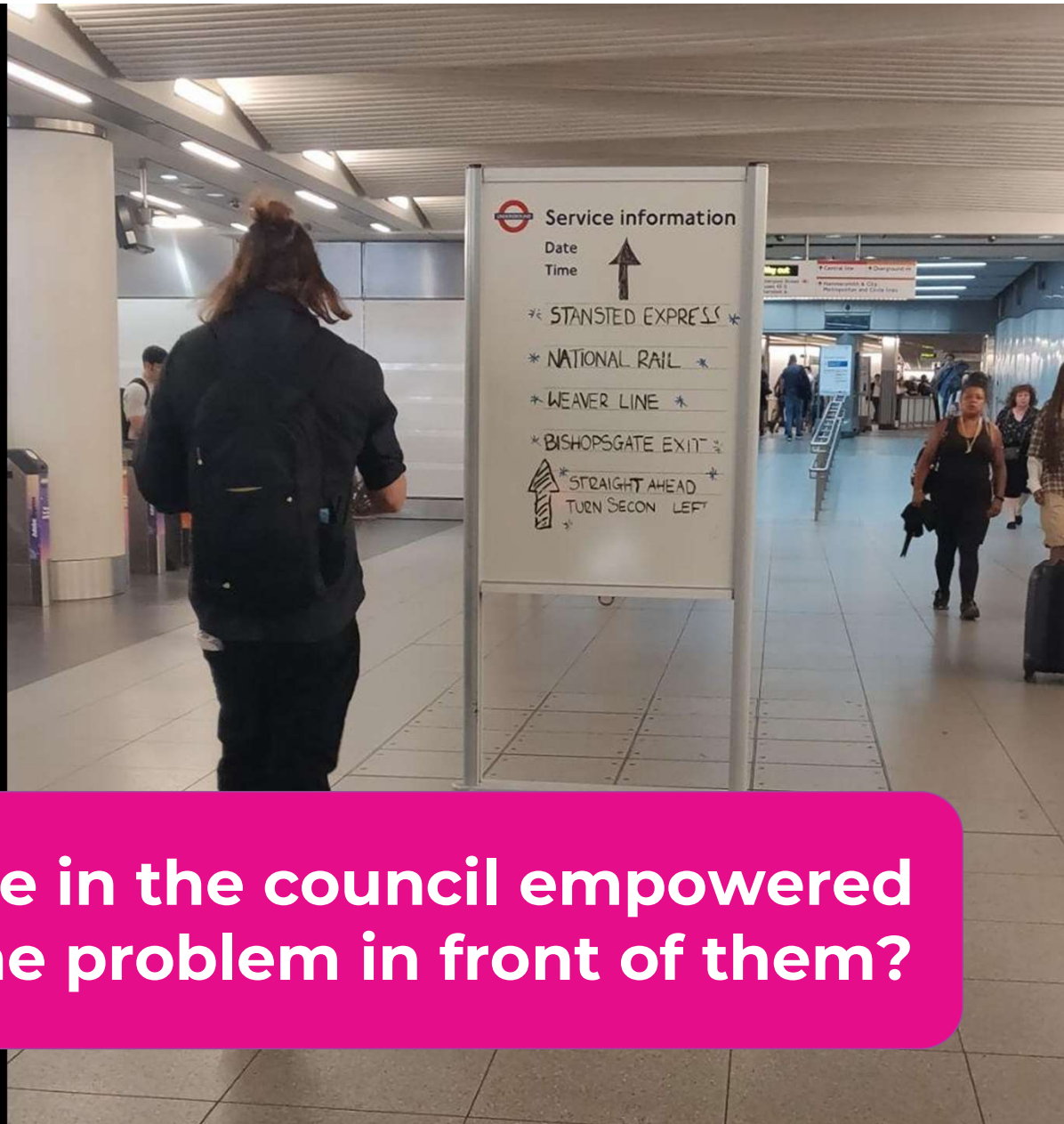


Are you consistent at measuring and evaluation?

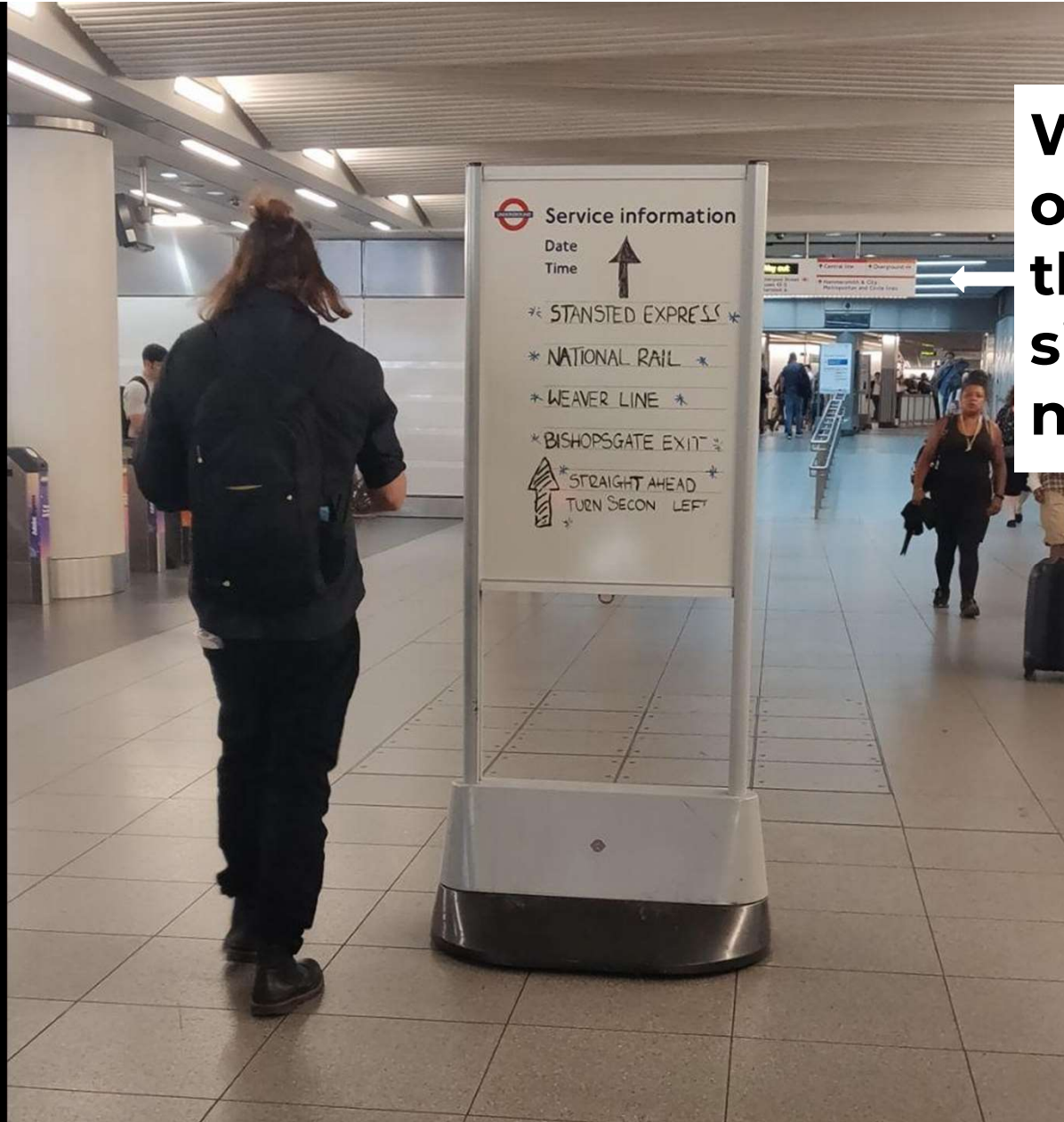


Do your teams share what they learn?





Is everyone in the council empowered to solve the problem in front of them?



**What TfL
officials
thought the
signage
needed to be**



What TfL officials thought the signage needed to be

What the ticket gate staff get asked 500 times a day



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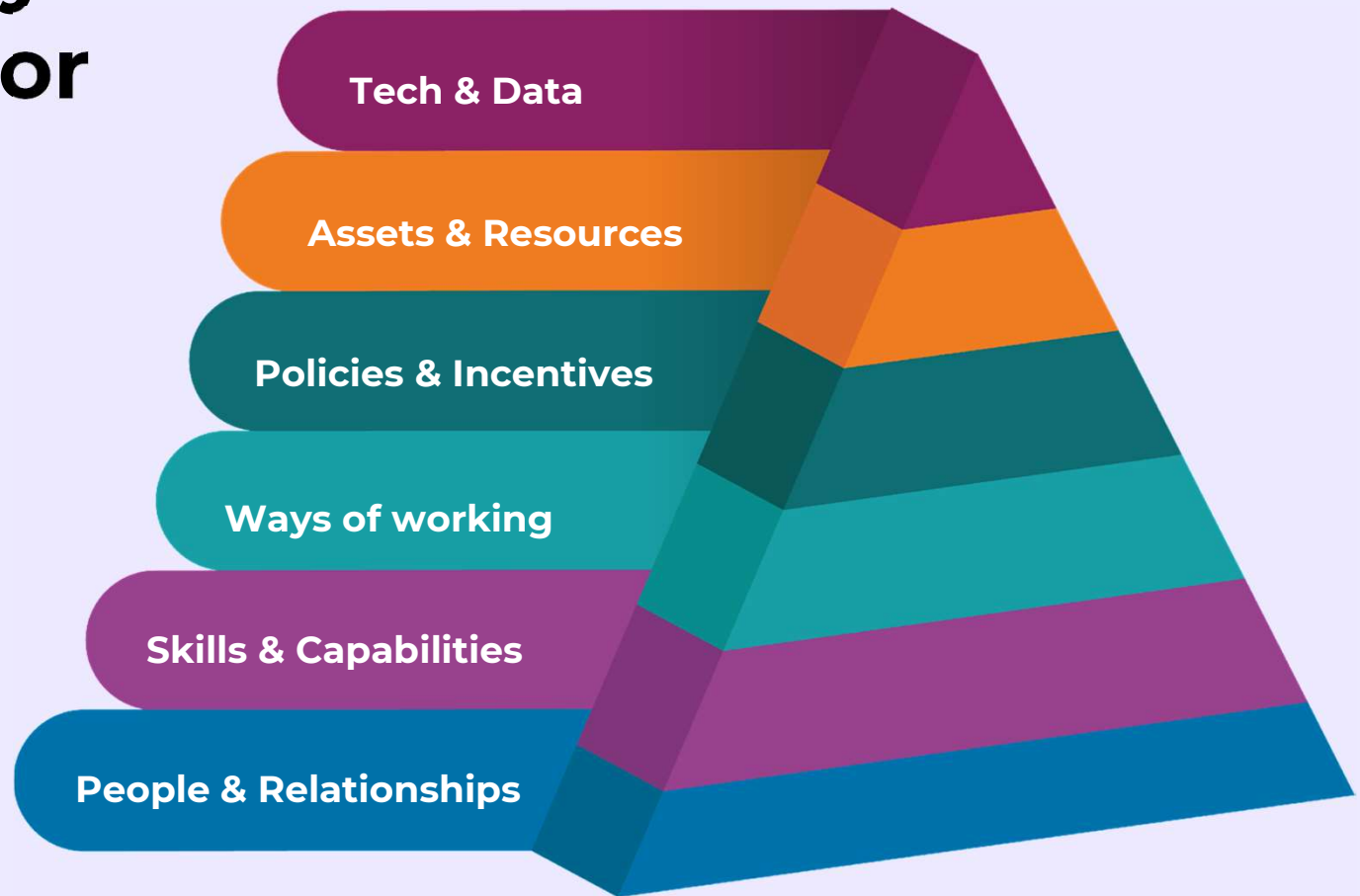
Image Credit: Snappa.com

**Are you using all the tools
available to you?**

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Image Credit: Snappa.com

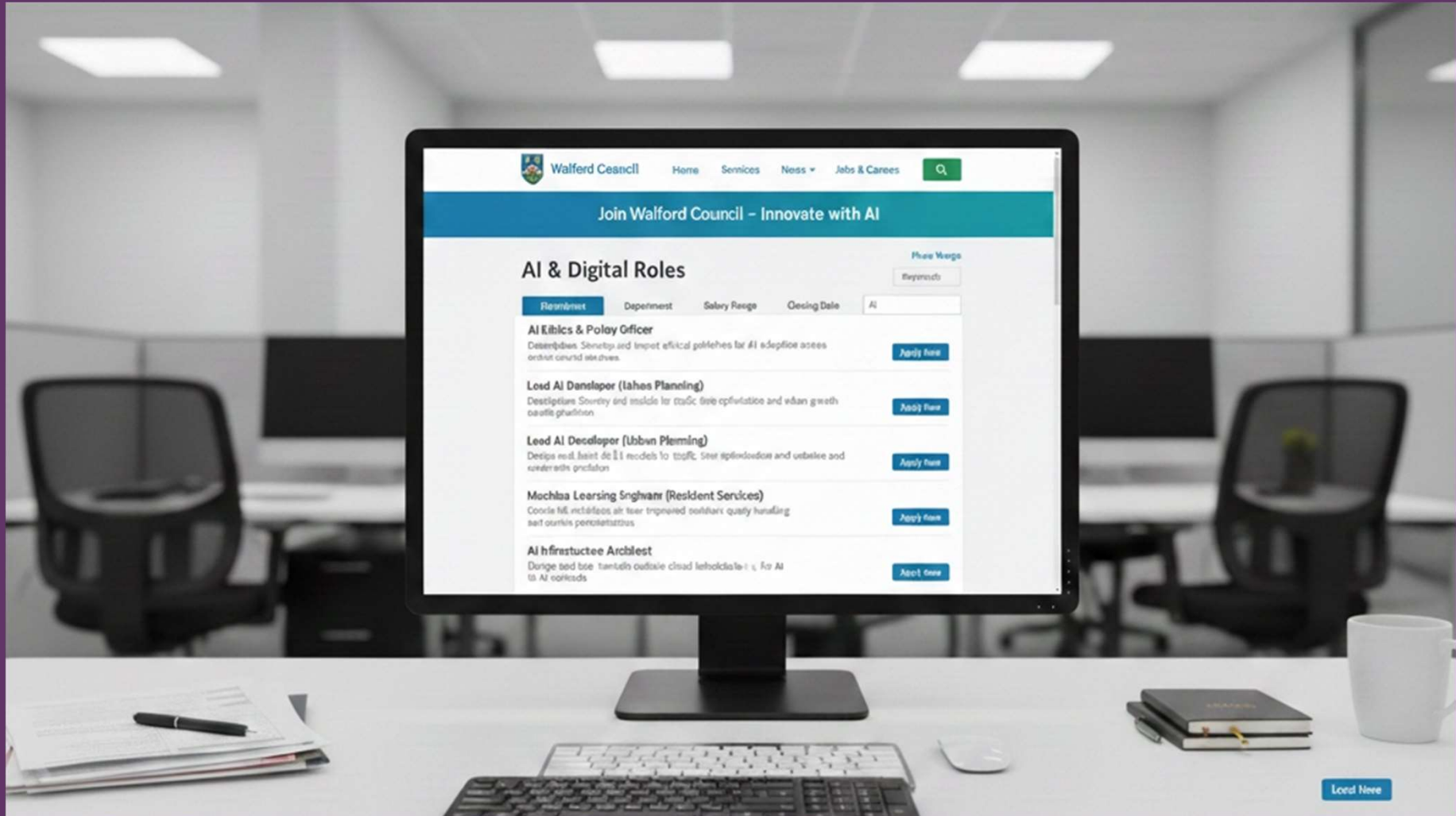
LOTI hierarchy of public sector innovation





**What does this mean for
workforce?**



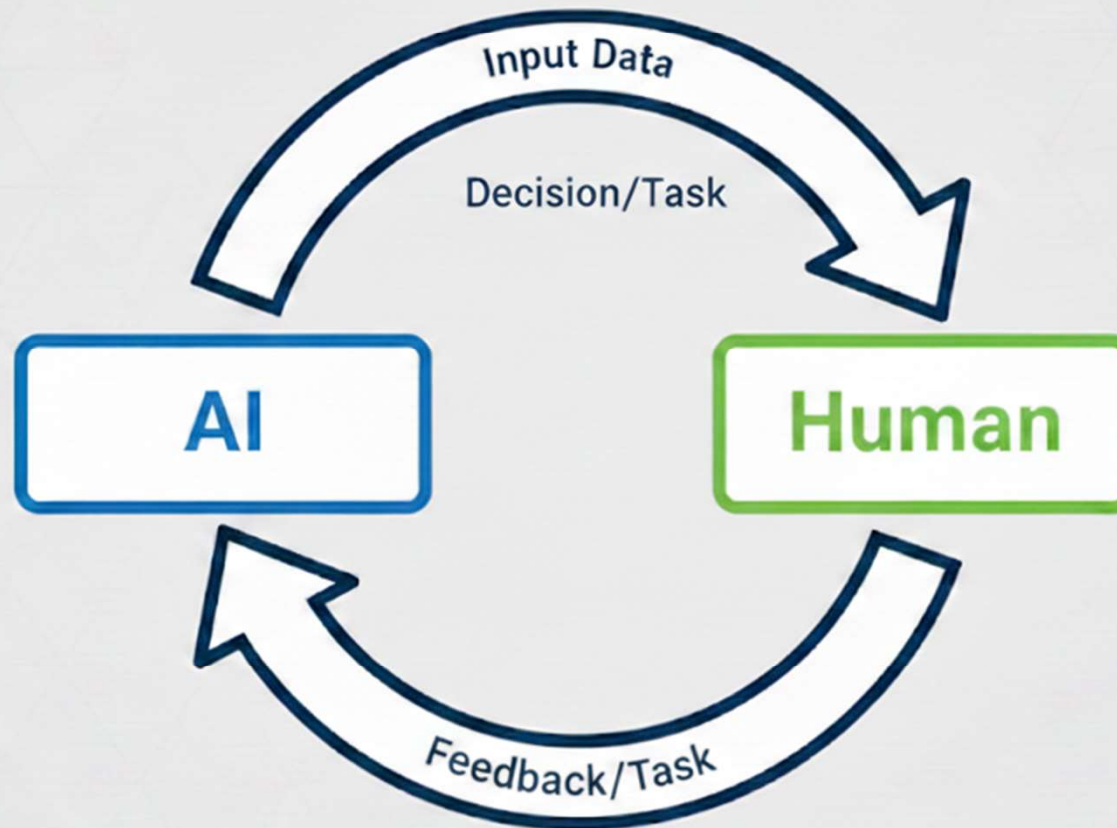


Load More

**We are the last
generation who will
manage human-only
teams**

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AI-Human Collaboration Loop

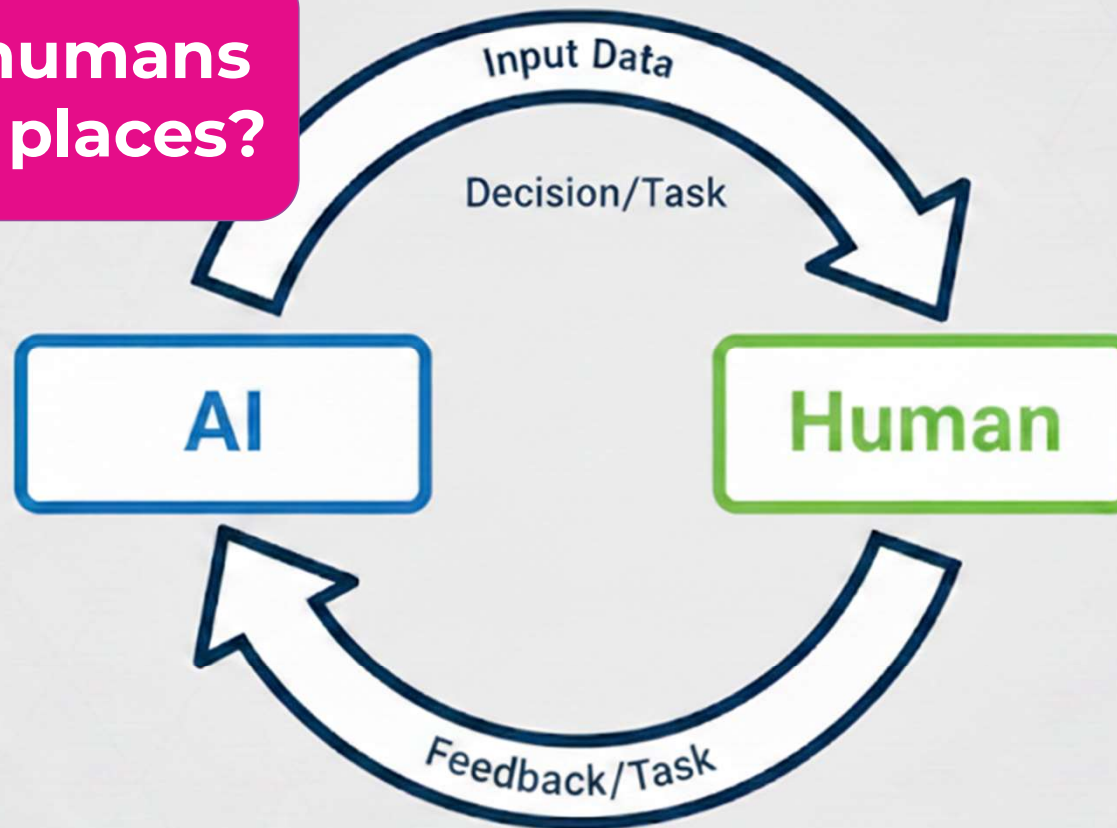


**If a job can be done
using software and an
internet connection,
Agentic AI can probably
do it**

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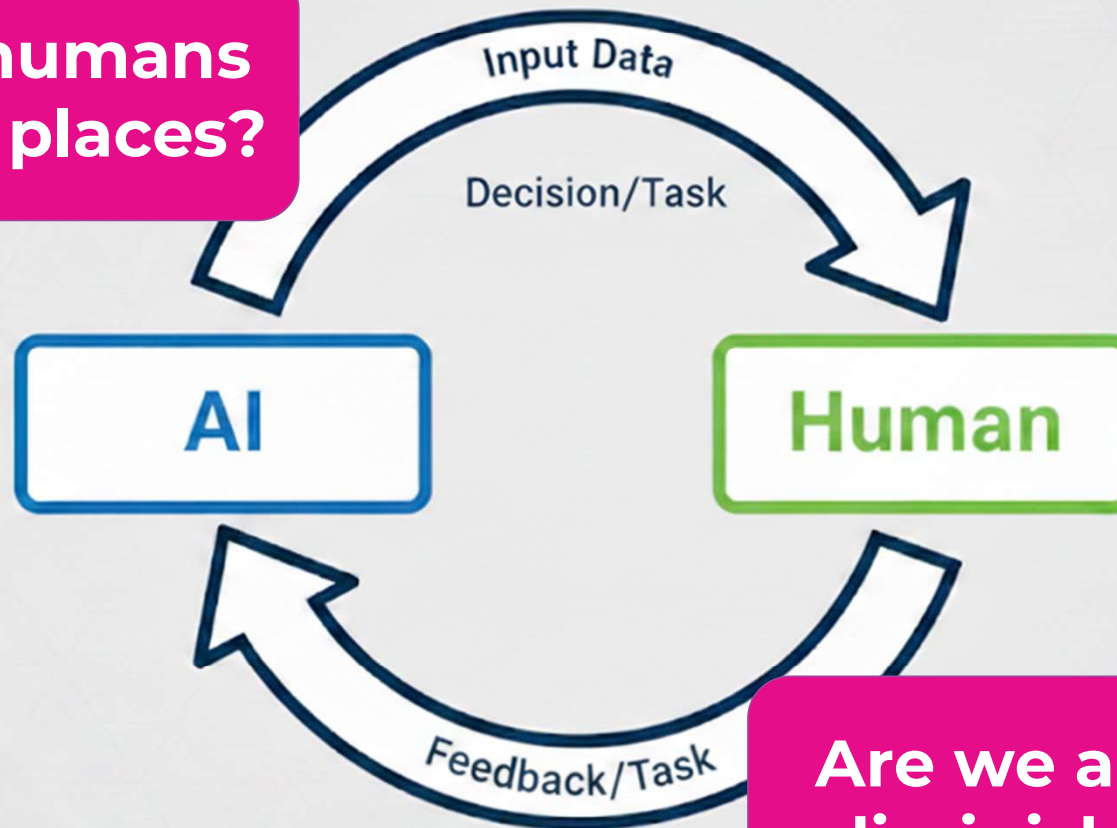
AI-Human Collaboration Loop

Do you have humans
in meaningful places?



AI-Human Collaboration Loop

Do you have humans in meaningful places?



Are we augmenting or diminishing our staff?

**Beware the false
economy of making
human things
transactional**

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**Our job is to match the
level of innovation in
tech with equal
creativity in our ways of
working**

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