

# State of the Sector: AI - Update

Research report, 2025



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## Foreword

The United Kingdom is on the verge of a transformative digital era, with Artificial Intelligence (AI) emerging as a pivotal driver of innovation. This growing field is rightfully at the forefront of national conversation, a fact underscored by the rapidly evolving policy landscape. We welcome the ambitious vision for AI articulated in the [AI Opportunities Action Plan](#) and the [Blueprint for a Modern Digital Government](#), both of which recognise the strategic importance of AI within government. Councils, as cornerstones of the national innovation ecosystem and leaders of place, are instrumental in translating these aspirations into tangible realities on a local level.

The rapid advancement of Artificial Intelligence, coupled with its increasing integration across local authority services – demonstrated by our expanding AI case study bank and the vibrant exchange within our growing AI networks – necessitates an updated and comprehensive analysis of AI adoption in the sector. The findings of this updated report reveal that local authorities are increasingly demonstrating their capacity to lead in AI-driven innovation. Councils are pioneering the application of AI to enhance citizen well-being and stimulate local economic growth, thereby showcasing its transformative potential for public service delivery and the creation of citizen-centric solutions.

However, while these signs of innovation are encouraging, our updated survey also identifies persistent barriers that impede further AI adoption and readiness within local government. Critically, the findings emphasise the need for a concerted and strategic effort to equip the sector's workforce with the requisite skills to fully realise the benefits of AI. Furthermore, councils require active support to maximise the value of their data assets. This requires a focused effort to improve data quality, as only high quality data can yield the robust insights needed to drive effective AI models and, ultimately, deliver superior better outcomes for citizens.

This report presents a timely snapshot of the current trends shaping local government's AI adoption journey. It highlights the areas where councils are demonstrating innovation and building AI capabilities, while also outlines the key challenges that impede broader adoption across the sector. The insights gleaned from this analysis will directly inform our ongoing engagement, research, and advocacy initiatives, empowering us to provide more targeted and effective support to local authorities in the safe, ethical, and impactful deployment of Artificial Intelligence.



**Louise Gittins**  
Chair, Local Government  
Association



**Councillor Abi Brown OBE**  
Deputy Leader, Local  
Government Association  
Conservative Group

# Summary

## Background

From December 2024 to February 2025, the Local Government Association (LGA) repeated its survey to explore the use of Artificial Intelligence (AI) in English councils. The purpose was to build an updated picture of where AI is currently being deployed in local services and council business units and to map where the greatest opportunities and risks lie. This will enable the LGA to build an evidence base for its support to councils in this space, and to ensure that local government is part of the national conversation.

The survey used the Government's definition of AI:

*'The theory and development of computer systems able to perform tasks normally requiring human intelligence, such as visual perception, speech recognition, decision-making, and translation between languages. Modern AI is usually built using machine learning algorithms. The algorithms find complex patterns in data which can be used to form rules.'*

November 2023, Introducing the AI Safety Institute.

It also defined four types of AI, based on information provided by the Alan Turing Institute:

- Perceptive AI, such as systems that recognise faces and fingerprints, or try and analyse images, audio or video, for example in the analysis of consultation responses or identifying car registration plates in the prevention of fly tipping. This includes sensing AI such as remote or continuous sensing through smart sensors.
- Predictive AI, such as systems that try and make a prediction about an outcome for an individual, or try and assign people to appropriate service or system, for example predicting an outcome in services or assigning an adult social care treatment pathway.

- Generative AI, such as systems that generate text or images, such as ChatGPT and DALL·E.
- Simulation AI, such as digital twins and agent based modelling.

## Key findings

Responses were received from a third of councils (33 per cent), as such, the results of the survey should not be taken to be more widely representative of the views of all councils. Rather, they are a snapshot of the views of this particular group of respondents.

Almost all respondents (95 per cent) were using or exploring AI with half at the beginning of their AI journey, 22 per cent developing their AI capacity and capabilities around AI, 14 per cent making some use of AI while 7 per cent are innovative and considered as leaders among councils in their use of AI. This indicates that councils are progressing in this area, as the overall proportion using or exploring has increased by 10 per cent since 2024.

Generative AI was the most commonly adopted type being used or explored by respondents (83 per cent). This was followed by perceptive AI, which had been adopted by 28 per cent and predictive AI, (systems that try to make a prediction about an outcome) which was being used by 20 per cent. Changes in relation to the types of AI being adopted also showed that councils were moving forward in their AI journey, as the proportion who reported that they weren't using it decreased by 8 per cent.

As with the original survey, the functions where respondents using or exploring AI had most commonly utilised it were corporate council use: HR, administration (meeting minutes), procurement, finance, cyber security (84 per cent), health and social care (adults) (44 per cent) and health and social care (children's) (31 per cent).

Just over two-thirds (68 per cent) of the respondents using or exploring AI were paying external suppliers for the provision of AI tools or technologies, or were in the

process of procuring this, a slight increase on the 63 per cent found in the original survey

Among respondents who were using or procuring external suppliers for the provision of AI tools or technologies, two-thirds (66 per cent) identified 'project scoping: understanding where AI can add value' as representing a barrier to a great or moderate extent, this was followed by scoping requirements: understanding how AI is embedded in a product (61 per cent) and 'evaluation: understanding how to evaluate solutions' (58 per cent). The proportion of respondents who identified these as barriers was lower than in the original survey, suggesting growth in their levels of understanding

The areas where most respondents had realised benefits from using AI were staff productivity (36 per cent), service efficiencies (33 per cent) and cost savings (21 per cent). The areas where respondents saw the greatest AI opportunities were corporate council use: HR, administration (meeting minutes), procurement, finance, cyber security, identified by 88 per cent, followed by health and social care (adults) (49 per cent), and advice and benefits (38 per cent). These areas were the same in the original survey.

In common with the original survey, the three biggest barriers to deploying AI identified by respondents were lack of funding (62 per cent), lack of staff capabilities (56 per cent) and lack of staff capacity (52 per cent)

The issues most commonly considered to represent a great or moderate AI risk were cyber security (83 per cent), deep fakes disinformation (69 per cent) and organisational reputation and resident trust (68 per cent). There were the same three most commonly cited risks as in the original survey.

Half (49 per cent) of respondents were using existing policies to manage AI risk, 41 per cent used a specific AI policy and 38 per cent used a Senior Responsible Owner. These were slightly different to the original survey due to a 13 per cent increase in those using a specific AI policy.

## Introduction

The LGA's Cyber, Digital and Technology team invited Heads of Information and Technology (IT) or Senior Responsible Officers, in English councils to take part in an update of the "Local Government: State of the Sector: AI" survey to reflect the rapid advancements in artificial intelligence (AI) within local government. The update survey was identical to the original, which was designed to build a picture of the sector's position in relation to the use of AI and to identify any support needs. The survey asked about councils' AI readiness, including consideration of governance arrangements, policies in place and other approaches to ensure responsible deployment, as well as AI adoption, benefits and opportunities, barriers and risks, and support requirements.

This initiative aimed to achieve three key objectives:

- **Levels of Adoption:** Understand the current scale of AI implementation across local government in the UK.
- **Amplify Local Voices:** Ensure local government is actively involved in the national conversation on AI as a vital part of the public sector innovation ecosystem.
- **Inform Support and Advocacy:** Build an evidence base to solidify and update the understanding of risks, opportunities, and support needs for local authorities. This will guide the development of tailored support services and advocacy efforts for the sector.

## Methodology

In December 2024, an email containing an individual survey link was sent to the 74 councils who had completed the original survey inviting them to review, and where appropriate, update the information they had previously submitted. This was followed up with a reminder in January 2025 alongside an invitation to councils who had not taken part in the original survey. Two further reminders were sent before the survey

closed at the end of February 2025. Over half (58 per cent) of the councils who took part in the original survey provided an updated response while 30 additional councils took part in the survey refresh. These findings are a combination of the data from both the original survey and the refresh and are therefore based on 104 responses, representing 33 per cent of councils. This level of response means that these results should not necessarily be taken to be widely representative of the views of all English councils. Rather, they are a snapshot of this particular group of respondents.

The survey defined corporate usage as the adoption of AI enabled technologies by a council, either in business function or in service delivery, such as AI-powered chatbots in call centres, and this is reflected in the findings which show respondents focussed on more recent iterations of AI, particularly generative AI, when answering the questions.

A full breakdown of the responses received by council type can be seen in Table 1. Metropolitan district councils had the highest response rate, at 47 per cent, whilst district councils had the lowest response rate, at 24 per cent, despite this group submitting the highest number of responses. Table 2 provides a breakdown by region, and shows there was a good geographical spread with responses coming in from all regions. The highest proportion of responses were from Yorkshire and the Humber (67 per cent) while the lowest came from the South East (24 per cent), however, this region submitted the highest number of responses.

**Table 1: Response rate by type of council**

Type of council	Number of questionnaires	Number of responses	Response rate
County	21	9	43%
District	164	39	24%
London Borough	33	11	33%
Metropolitan District	36	17	47%
Unitary	63	28	44%
<b>All</b>	<b>317</b>	<b>104</b>	<b>33%</b>

**Table 2: Response rate by region**

Region	Number of questionnaires	Number of responses	Response rate
East Midlands	39	13	33%
East of England	50	16	32%
London	33	11	33%
North East	12	5	42%
North West	36	11	31%
South East	70	17	24%
South West	29	10	34%
West Midlands	33	11	33%
Yorkshire and the Humber	15	10	67%
<b>All</b>	<b>317</b>	<b>104</b>	<b>33%</b>

The following should also be considered when interpreting the findings of this survey:

Where tables and figures report the base, the description refers to the group of people who were asked the question. The number provided refers to the unweighted number of respondents who answered each question. Please note that bases can vary throughout the survey.

Numbers and percentages are provided for any questions where the base was less than 50. To calculate the number of respondents who provided a certain response for other questions, simply multiply the percentage provided by the base.

Throughout the report, percentages may not appear to add up to exactly 100 per cent due to rounding.

All brand, organisation and council names have been redacted from the text answers provided by respondents and replaced with descriptors shown inside angle brackets. For example, where a council mentions its name in an answer, this is shown as *<Council name>*.

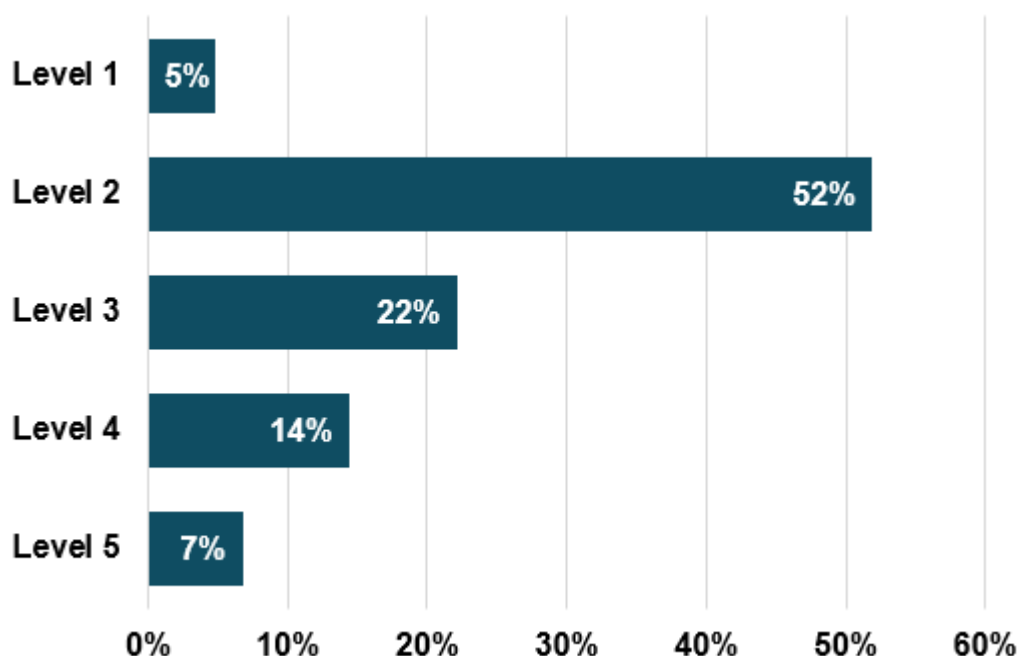
## Local Government: State of the Sector: AI

This section contains analysis of the full results from the survey.

### AI Adoption

Respondents were asked to select the statement that best described their council's current use of AI capabilities, from a list provided. Half (52 per cent) described their council as being the beginning of its journey in terms of working with AI (Level 2), 22 per cent reported that their council was developing its capacity and capabilities around AI (Level 3) while 14 per cent said their council was making some use of AI, exhibiting good practice and incorporating guidance from expert organisations (Level 4). A further 7 per cent of respondents indicated that their council was innovative in its use of AI and is considered a leader among its peers (Level 5) and just 5 per cent reported that their council was not currently using or exploring AI capabilities (Level 1). Figure 1 illustrates these findings and they are shown in Table 3.

**Figure 1: Level of respondent council's current use of AI capabilities**



Base: all respondents (104).

**Table 3: Which of the following statements best describes your council's current use of AI capabilities?**

	Per cent
Level 1: The council is not currently using or exploring AI capabilities	5%
Level 2: The council is at the beginning of its journey in terms of working with AI	52%
Level 3: The council is developing its capacity and capabilities around AI	22%
Level 4: The council is making some use of AI, exhibiting good practice and incorporating guidance from expert organisations	14%
Level 5: The council is innovative in its use of AI and is considered a leader among its peers	7%
Don't know	0%

Base: all respondents (104).

Respondents who answered Level 2 and above were asked to indicate the year in which they first deployed AI, from a list provided. Almost two thirds (65 per cent) had first deployed AI between in 2023 and 2024; 34 per cent in 2024 and 30 per cent in 2023. There was far less deployment in the previous years listed with fewer than 10 per cent reporting deploying AI in each of those years. Of the 13 per cent who answered 'other', most said they had not yet deployed AI, two reported they intended to deploy it in 2025 while another stated that they built the use of AI into specific contracted provision in 2023, rather than directly deploying it. A breakdown of these findings can be seen in Table 4 and a list of the answers specified by those who used the 'other' category can be found in Table A1 in Annex A.

**Table 4: In what year did your council first deploy AI?**

	<b>Per cent</b>
<b>2023 and 2024 combined</b>	<b>65%</b>
2024	34%
2023	30%
2022	6%
2021	4%
2020	1%
2019	4%
2018	3%
2017	0%
Pre-2017	4%
Other	13%

Base: Respondents who were using or exploring AI (99).

The respondents who indicated that their council was not currently using or exploring AI capabilities (Level 1) were asked which year they anticipated their council would start to deploy AI. A fifth (20 per cent, 1 respondent) reported that it would be in 2024 and the same proportion (20 per cent, 1 respondent) indicated it would be in 2025 while the remaining 60 per cent (3 respondents) said that they had no plans currently in place, as can be seen in Table 5.

**Table 5: In what year do you anticipate that your council will start to deploy AI?**

	Number	Per cent
2024	1	20%
2025	1	20%
2026	0	0%
2027	0	0%
2028	0	0%
2029	0	0%
2030	0	0%
Post-2030	0	0%
Other	0	0%
No plans currently in place	3	60%

Base: Respondents who were not using or exploring AI (5).

Generative AI (such as systems that generate text or images, such as ChatGPT and DALL:E) was being used or explored by 83 per cent of respondents making it the most commonly used type of AI. This was followed by perceptive AI (such as systems that recognise faces and fingerprints, or try and analyse images, audio or video, for example in the analysis of consultation responses or identifying car registration plates in the prevention of fly tipping, including sensing AI such as remote or continuous sensing through smart sensors), which had been adopted by 28 per cent and predictive AI (such as systems that try and make a prediction about an outcome for an individual, or try and assign people to appropriate service or system, for example predicting an outcome in services or assigning an adult social care treatment pathway), which was being used by 20 per cent. Simulation AI (such as digital twins and agent based modelling) was used by 7 per cent of respondents

while a further 11 per cent were not using any of these types of AI. These findings are illustrated in Figure 2 and a full breakdown is shown in Table 6.

Those who reported that they had adopted one of the listed types of AI were asked to provide more detail on any tools utilised. Among respondents using generative AI, most were using generative chatbots or large language models, as highlighted in this response:

“Some staff have started using GenAI to assist with document/policy creation. However, we are just in the process of developing usage policies to ensure this is used safely and ethically.”

Those using perceptive AI were using tools such image recognition and smart sensors, whilst those using predictive AI were mainly using bespoke or self-developed tools and apps, and respondents using simulation AI were using digital twins or self-developed tools, as shown in these examples:

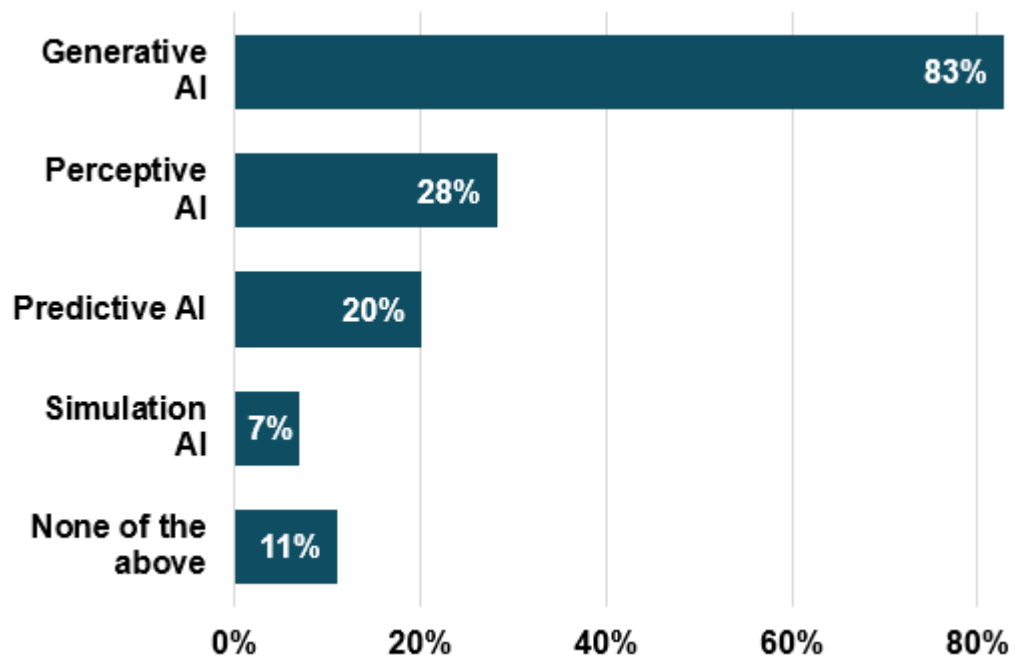
“In Streetscene we're using objective visibility of network conditions (an app in the windscreen of vehicles which identifies and records asset defects)”

“Predicative AI is being developed by our Data, Performance and Insights team predominately in Adult's and Children's service areas.”

“We also have a virtual digital twin which allows us to inspect streets and buildings at street level, including taking measurements.”

All of the answers provided, including details of scoping and development work, and use cases, are listed in Table A2 in Annex A.

**Figure 2: Types of AI adopted by respondent councils**



Base: Respondents using or exploring AI (99). Please note: Respondents were able to select more than one answer.

**Table 6: Which of the following types of AI, if any, has your council adopted?**

	Per cent
Generative AI, such as systems that generate text or images, such as ChatGPT and DALL:E.	83%
Perceptive AI, such as systems that recognise faces and fingerprints, or try and analyse images, audio or video, for example in the analysis of consultation responses or identifying car registration plates in the prevention of fly tipping. This includes sensing AI such as remote or continuous sensing through smart sensors.	28%
Predictive AI, such as systems that try and make a prediction about an outcome for an individual, or try and assign people to appropriate service or system, for example predicting an outcome in services or assigning an adult social care treatment pathway.	20%
Simulation AI, such as digital twins and agent based modelling.	7%
None of the above.	11%

Base: Respondents who were using or exploring AI (99). Please note: Respondents were able to select more than one answer.

AI capabilities have most commonly been adopted for corporate council use: HR, administration (meeting minutes), procurement, finance, cyber security, with 84 per cent of respondents using or exploring AI identifying this as a function where it had been utilised. This was followed by health and social care (adults), identified by 44 per cent, and health and social care (children's) which was cited by 33 per cent. The functions selected by the fewest respondents were community safety and licences, permits and permissions both of which were selected by 11 per cent of respondents, and leisure and culture which was selected by 10 per cent. A full breakdown of these findings is shown in Table 7 and details of how AI is being used are provided in Table A3 in Annex A. Uses described included production of documents, including job descriptions and meeting notes, data analysis, and road condition monitoring.

**Table 7: In what functions, if any, has your council utilised AI capabilities, even in an exploratory capacity?**

	Per cent
Corporate council use: HR, administration (meeting minutes), procurement, finance, cyber security	84%
Health and social care (adults)	44%
Health and social care (children's)	33%
Transport and highways	22%
Advice and benefits	21%
Planning and building control	21%
Democratic services	19%
Environmental Protection	19%
Housing	19%
Schools and education	18%
Business and employment	17%
Licences, permits and permissions	11%
Community Safety	11%
Leisure and culture	10%

Base: Respondents who had utilised AI in a function (94). Please note: Respondents were able to select more than one answer.

A quarter (27 per cent) of respondents who were using or exploring AI reported that they were developing AI tools in-house. These included chatbots, machine learning tools and process automation tools. These findings are shown in Table 8 and all the details provided in relation to the development of tools can be found in Table A4 in Annex A.

**Table 8: Is your council developing AI tools in-house?**

	Per cent
Yes	27%
No	70%
Don't know	3%

Base: Respondents who were using or exploring AI (99).

Among all responding councils, 38 per cent reported that AI tools were permitted on corporate devices while 31 per cent indicated that they were permitted on corporate devices depending on service need and 2 per cent of respondents reported that AI tools were banned corporate devices. The one respondent (1 per cent) who answered 'other' to this question reported that:

“Currently in pilot phase and using data to inform policy. <Generational AI product> allowed, web access to tools allowed. <Generational AI product> blocked. Trying to encourage effective and safe use of AI.”

A further 28 per cent of respondents indicated that their council did not have an AI usage policy for corporate devices while 1 per cent did not know. These findings are shown in Table 9.

**Table 9: Which of the following most closely reflects your council’s AI usage policy for corporate devices?**

	Per cent
AI tools are permitted on corporate devices	38%
AI tools are permitted on corporate devices depending on service need	31%
AI tools are banned on corporate devices	2%
Council does not have an AI usage policy for corporate devices	28%
Other	1%
Don't know	1%

Base: all respondents (104).

Respondents who had not reported that AI tools were banned on corporate devices were asked to select which AI tools were blocked or permitted from a list provided. They were also asked to indicate whether there were any conditions applied to their use. Text generation tools (like large language models such as Chat GPT) were permitted with conditions in 62 per cent of respondent councils and in a further 14 per cent they were permitted without conditions. Open source data analysis tools – such as Python, PyTorch and R – followed, with 51 per cent of respondents stating they were permitted with conditions and 11 per cent reporting they were permitted without conditions.

All of the other tools listed - image generative tools (such as StyleGAN), audio generation tools (such as WaveNet), video generation tools (such as Synthesia) and open source coding generation tools (such as Vertex AI) had similar permission levels with between 32 and 39 per cent of respondent councils permitting them with conditions and between 11 and 14 per cent permitting them without conditions. A full breakdown of these findings is shown in Table 10.

**Table 10: Which of the following AI tools are blocked and which are permitted?**

	Blocked	Permitted with conditions	Permitted without conditions	Don't know
Text generation tools (like large language models such as Chat GPT)	16%	62%	14%	9%
Open source data analysis tools – such as Python, PyTorch and R.	22%	39%	13%	26%
Image generative tools (such as StyleGAN)	24%	33%	11%	32%
Audio generation tools (such as WaveNet)	23%	34%	12%	31%
Video generation tools (such as Synthesia)	24%	32%	12%	32%
Open source coding generation tools (such as Vertex AI)	18%	51%	11%	21%

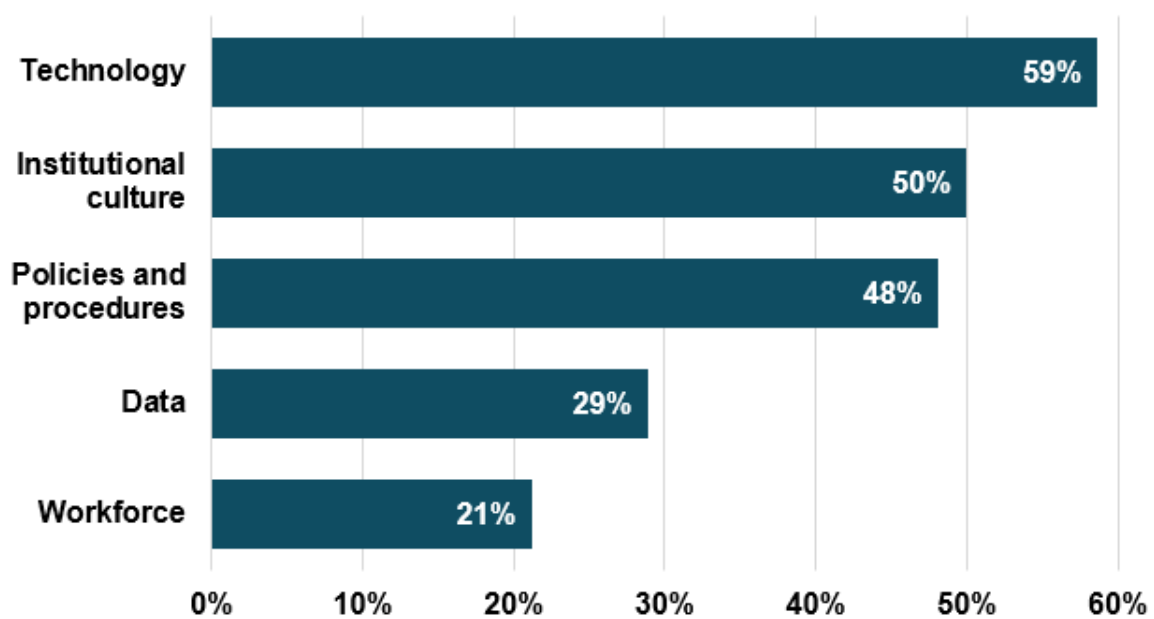
Base: Respondents who had not reported that AI tools were banned on corporate devices and answered the question (102).

## AI Readiness

All respondents were asked to indicate how ready, if at all, their council was to adopt or to continue to adopt AI in terms of their council's culture, workforce, technology, data, and policies and procedures to support the safe and secure deployment of AI. Technology (e.g., infrastructure, software, cloud) was the area most respondents felt ready with 59 per cent indicating they were very or fairly ready, 50 per cent felt their institutional culture (e.g. leadership, receptivity to change) was very or fairly ready

while 48 per cent identified policies and procedures (e.g. governance frameworks and risk management) as an area where they were very or fairly ready. Data (e.g., availability quality, storage) and workforce (e.g., skills, knowledge, expertise) were the areas where the fewest number of respondents felt very or fairly ready with 29 and 21 per cent selecting these options. These findings are illustrated in Figure 3 and a full breakdown is shown in Table 11.

**Figure 3: Proportion of respondents who were very or fairly ready to adopt or to continue to adopt AI by area**



Base: all respondents (104).

**Table 11: Overall, how ready, if at all, is your council for adopting or continuing to adopt AI?**

	Very or fairly ready	Not very or not at all ready	Not considering AI	Don't know
Technology (e.g., infrastructure, software, cloud)	59%	39%	1%	1%
Institutional culture (e.g. leadership, receptivity to change)	50%	44%	4%	2%
Policies and procedures (e.g. governance frameworks and risk management)	48%	48%	3%	1%
Data (e.g., availability quality, storage)	29%	69%	2%	0%
Workforce (e.g., skills, knowledge, expertise)	21%	74%	3%	2%

Base: all respondents (104).

When asked to explain more about their state of readiness, respondents reported a mixed picture with pockets of activity in relation to most of the five areas they were asked about. Respondents who mostly answered very or fairly ready for the listed categories, reported that they had policies and procedures in place as well as a supportive institutional culture towards the adoption of AI, as shown in these answers:

“We have just developed an AI usage strategy and are looking at tools to capture meeting notes and actions also using sensors for damp, smart tech such as boilers but is just in pilot, proof of concept stage.”

“There is a willingness to investigate how AI could bring efficiencies and savings to the council and some of the groundwork in terms of policies and procedures for its eventual use are in place and being monitored as requests are made. Data and technology is constantly evolving but we would be in a position to be able to start making use of AI if there is a supportive business case for its introduction.”

Answers provided by respondents who mostly said they were not very or not at all ready indicated that while they were actively exploring its usage, and starting to put policies and procedures in place, there were concerns around data security, as can be seen in these answers:

“We are developing an AI Strategy, for which there is support from a political and senior officer level. We are open to experimenting with AI technology subject to suitable governance and clear businesses cases.”

“We have concerns around data security with regards to the usage of AI tools. Any requests to use AI will be evaluated on the impact of data security and information governance.”

All of the answers provided can be found in Table A5 in Annex A.

## AI Investment and Spending

The areas where respondents had most commonly increased their spending in AI over the last five years were applications (44 per cent), frameworks, guidance and governance (36 per cent) and data foundations (32 per cent). In all of the areas asked about in the survey, fewer than 10 per cent of respondents had seen a decrease in their investment. Spending remained unchanged among over half of respondents in all areas other than applications, which was unchanged in 48 per cent of respondent councils. Table 12 shows a breakdown of these findings.

**Table 12: Thinking about your council’s investment in AI, how has spending changed in the last five years?**

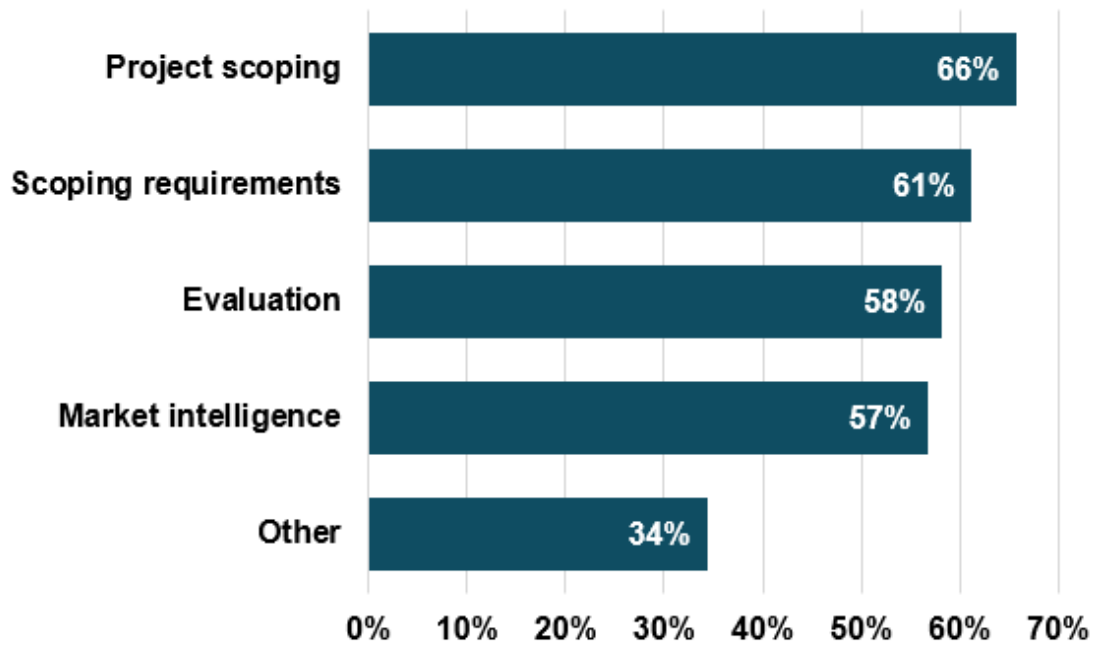
	Increased	Decreased	Unchanged	Don’t know
Applications	44%	4%	48%	4%
Frameworks, guidance and governance	36%	3%	57%	5%
Data foundations	32%	3%	58%	8%
Infrastructure	30%	7%	57%	7%
Capabilities (staff or contractor)	30%	2%	64%	4%
Training	30%	5%	62%	4%

Base: all respondents (104).

Just over two-thirds (68 per cent) of respondents using or exploring AI were paying external suppliers for the provision of AI tools or technologies, or were in the process of procuring this. These respondents were asked to indicate the extent to which they saw issues, from a list provided, as barriers or as potential barriers when it came to the procurement of AI tools or technologies.

A third (66 per cent) identified ‘project scoping: understanding where AI can add value as representing a barrier’ to a great or moderate extent, this was followed by ‘scoping requirements: understanding how AI is embedded in a product’ which was selected by 61 per cent and ‘evaluation: understanding how to evaluate solutions’ chosen by 58 per cent while 57 per cent selected ‘market intelligence: understanding who is a trusted partner’. Figure 4 illustrates these findings and a full breakdown is shown in Table 13. The answers specified by the 34 per cent who selected ‘other’ mostly related to costs and funding concerns, these can be seen in Table A6 in Annex A.

**Figure 4: Issues seen as barriers or potential barriers, to a great or moderate extent, when it comes to the procurement of AI tools or technologies**



Base: Respondents who were paying external suppliers for the provision of AI tools or technologies, or in the process of procuring this (67).

**Table 13: To what extent, if at all, do you see the following issues as barriers or potential barriers when it comes to the procurement of AI tools or technologies?**

	To a great or moderate extent	To a small extent or not at all	Don't know
Project scoping: Understanding where AI can add value.	66%	34%	0%
Scoping requirements: Understanding how AI is embedded in a product.	61%	37%	1%
Evaluation: Understanding how to evaluate solutions.	58%	40%	1%
Market intelligence: Understanding who is a trusted partner.	57%	40%	3%
Other	34%	13%	52%

Base: Respondents who were paying external suppliers for the provision of AI tools or technologies, or in the process of procuring this (67).

There was a broadly even spread among respondents around the most commonly used types of AI supplier policy with 27 per cent reporting that their suppliers were required to declare if they were using AI in the delivery of goods/services to the council or residents while 26 per cent stated that suppliers were not required to declare if they were using AI in the delivery of goods/services to the council or residents. A further 22 per cent indicated that suppliers were not required to declare if they were using AI in the delivery of goods/services to the council or residents, but it was informally discussed and 25 per cent of survey respondents did not know the requirements of their policy, as can be seen in Table 14.

**Table 14: Which of the following most closely reflects your council’s AI supplier policy?**

	Per cent
Suppliers are required to declare if they are using AI in the delivery of goods/services to the council or residents.	27%
Suppliers are not required to declare if they are using AI in the delivery of goods/services to the council or residents.	26%
Suppliers are not required to declare if they are using AI in the delivery of goods/services to the council or residents, but it is informally discussed.	22%
Don't know	25%

Base: all respondents (104).

Respondents who indicated that they required suppliers to declare if they were using AI in the delivery of goods/services to the council or residents, and those who said they informally discussed this with their suppliers, were asked to provide an estimate of the proportion that were using it. No respondents thought it was being used by all/almost all of their suppliers, 2 per cent thought it was being used by most of their suppliers and 10 per cent estimated that some of their suppliers were using it. Just under half (48 per cent) felt it was used by a few of their suppliers while 16 per cent thought none of their suppliers used AI in the delivery of their services and a further 24 per cent did not know. These findings are shown in Table 15.

**Table 15: Thinking about all of your council's current contracts, approximately what proportion would you say are using AI to deliver goods/services to the council or residents?**

	Number	Per cent
All/almost all	0	0%
Most	1	2%
Some	5	10%
A few	24	48%
None	8	16%
Don't know	12	24%

Base: Respondents who indicated that they required suppliers to declare if they were using AI in the delivery of goods/services to the council or residents (50).

### AI Benefits and Opportunities

Respondents who were using or exploring AI were asked to indicate where they had realised benefits from using AI as well as where benefits had been negligible, using a list of provided. Over a third of respondents (36 per cent) selected staff productivity as an area where they had realised benefits, this was followed by service efficiencies (33 per cent) and cost savings (21 per cent). The areas most commonly identified as yielding negligible benefits were decision-making, resident engagement and cost savings, all of which were selected by 28 per cent of respondents. A full breakdown of these findings is shown in Table 16.

When asked whether they had realised any other significant benefits from using AI most stated that it was too early to say but a small number identified areas including efficiency and productivity gains as well as less tangible benefits such as an increase in cross-departmental learning in sharing knowledge. All of the answers provided are shown in Table A7 in Annex A.

**Table 16: Please tell us where, if at all, your council has realised benefits from using AI and where benefits have been negligible**

	Realised benefits	Negligible benefits	Don't know
Staff productivity	36%	23%	40%
Service efficiencies	33%	27%	39%
Cost savings	21%	28%	51%
Service user outcomes	18%	25%	57%
Managing demand/backlogs	16%	26%	58%
Resident engagement	13%	28%	59%
Decision-making	12%	28%	60%
Product and/or service development	11%	26%	63%
Recruitment	6%	25%	69%
Income generation	0%	27%	73%

Base: Respondents who were using or exploring AI (99).

When asked to select the three functions, from a list provided, where they saw the greatest AI opportunities for their council, most (88 per cent) identified corporate council use: HR, administration (meeting minutes), procurement, finance, cyber security. This was followed by health and social care (adults) (49 per cent) and advice and benefits (38 per cent). The areas where fewest respondents saw the greatest AI opportunities were schools and education, business and employment both chosen by 2 per cent of respondents, and leisure and culture which was selected by 3 per cent. A further 3 per cent answered that they saw no potential opportunities for their council. A breakdown of these findings is shown in Table 17 and details of how respondents thought AI could be used to support functions they selected are listed in Table A8 in Annex A.

Respondents were also given the opportunity to provide further information on where they saw the greatest AI opportunities for their council more generally. Of those who answered, most provided details on how they thought their council would benefit from AI and their strategy for adoption, as shown in these examples:

“Clearly, there are identifiable benefits across all of these areas especially as there is a wide pool of AI technologies to choose from.”

“We are looking to use AI to deflect queries made to the customer services team on chat, emails, and telephone initially.”

A small number also provided their thoughts on safe deployment of this new technology alongside the opportunities they identified, such as these respondents:

“In my view, almost every function of local government has substantial opportunities for the use of AI, to both improve quality and deliver improved value for money. My concern is that local government lacks the requisite skills and leadership to capitalise on this opportunity.”

“There are multiple opportunities to benefit from AI but the conversation needs to extend beyond *<generative AI products>*. Councils also need to understand the management of data and the underpinning technology and infrastructure required to deploy responsibly. More service specific solutions such as *<generative AI product>* now appear to offer greater potential than generic solutions.”

All of the answers provided are shown in Table A9 in Annex A.

**Table 17: The functions where respondents saw the greatest AI opportunities**

	Per cent
Corporate council use: HR, administration (meeting minutes), procurement, finance, cyber security	88%
Health and social care (adults)	49%
Advice and benefits	38%
Health and social care (children's)	37%
Planning and building control	22%
Housing	11%
Democratic services	9%
Licences, permits and permissions	8%
Transport and highways	5%
Community Safety	4%
Environmental Protection	4%
Leisure and culture	3%
Business and employment	2%
Schools and education	2%
No potential opportunities	3%

Base: all respondents who answered this question (103). Please note: Respondents were able to select more than one answer.

Respondents were asked to select what they saw as the three biggest potential benefits to their council of adopting or further adopting AI, from a list provided. Just under three-quarters (74 per cent) chose service efficiencies, 70 per cent selected staff productivity, and just under half (49 per cent) picked cost savings. The options for the biggest potential benefits which were selected by the fewest number of

respondents were resident engagement (11 per cent), product and/or service development (6 per cent) and recruitment (2 per cent). These findings are shown in Table 18 and the answers specified by those who selected 'other' are listed in Table A10 in Annex A.

**Table 18: What, if anything, do you see as the biggest potential benefits to your council of adopting or further adopting AI?**

	Per cent
Service efficiencies	74%
Staff productivity	70%
Cost savings	49%
Managing demand/backlogs	39%
Service user outcomes	26%
Decision-making	13%
Resident engagement	11%
Product and/or service development	6%
Recruitment	2%
Other	2%
No potential benefits	0%

Base: all respondents (104). Please note: Respondents were able to select more than one answer.

almost all respondents indicated that they would find examples of use cases (98 per cent) and testbeds (91 per cent) helpful in understanding the potential benefits and opportunities of AI in a local government context, to a great or moderate extent. Just 1 per cent and 7 per cent, respectively, said these would be helpful to a small extent

while no respondents said that they would not be helpful at all. These findings can be seen in Table 19.

**Table 19: To what extent, if at all, would testbeds and examples of use cases be helpful in understanding the potential benefits and opportunities of AI in a local government context?**

	To a great or moderate extent	To a small extent	Not at all	Don't know
Use cases	98%	1%	0%	1%
Testbeds	91%	7%	0%	2%

Base: all respondents (74).

### AI Barriers and Risks

When asked to identify what they saw as the five biggest barriers to their council in deploying AI, from a list provided, respondents most commonly selected lack of funding (62 per cent). This was followed by lack of staff capabilities (56 per cent), lack of staff capacity (52 per cent), lack of clear use cases (43 per cent) and lack of data infrastructure (38 per cent). The barriers selected by the fewest number of respondents were lack of senior leadership buy in (13 per cent), lack of supplier transparency (11 per cent), lack of digital infrastructure (8 per cent), lack of suitable suppliers (7 per cent) and lack of political leadership buy in (4 per cent). Table 20 shows a full breakdown of these findings.

**Table 20: In your view, what are the biggest barriers to your council in deploying AI?**

	Per cent
Lack of funding	62%
Lack of staff capabilities	56%
Lack of staff capacity	52%
Lack of clear use cases	43%
Lack of data infrastructure	38%
Lack of sufficient governance (including AI policy)	35%
Lack of clear standards/regulation	34%
Tracking its impacts	28%
Concerns regarding resident trust	26%
Fears of cyber threats	21%
Lack of testbeds and sandbox initiatives	13%
Lack of senior leadership buy in	13%
Lack of supplier transparency	11%
Lack of digital infrastructure	8%
Lack of suitable suppliers	7%
Lack of political leadership buy in	4%
Don't know	2%

Base: all respondents who answered this question (104). Please note: Respondents were able to select more than one answer.

Respondents were asked to indicate the extent to which they considered issues in a list provided to be an AI risk, and which of these risks they were actively seeking to

mitigate. Cyber security was identified as a great or moderate risk by 83 per cent of respondents, with 29 per cent seeking to mitigate this risk. Deep fakes disinformation was identified by 69 per cent of respondents, with 15 per cent seeking to mitigate it, while organisational reputation and resident trust was seen as posing a great or moderate risk by 68 per cent of respondents, with 26 per cent seeking to mitigate this risk. The issues seen as representing great or moderate risks by the fewest number of respondents were contestability and redress from suppliers (35 per cent), with 7 per cent seeking to mitigate it, workforce displacement (30 per cent), with 12 per cent mitigating this risk and physical safety (8 per cent), with 5 per cent seeking to mitigate it. A full breakdown of these findings can be seen in Table 21.

Answers provided by respondents who specified how they were seeking to mitigate the risks included through internal AI policies and governance, staff training, and adoption of best practice. All of the answers provided are shown in Table A11 in Annex A.

**Table 21: To what extent, if at all, do you consider each of the following to be an AI risk? Which AI risks, if any, are you actively seeking to mitigate?**

	To a great or moderate extent	To a small extent or not at all	Seeking to mitigate
Cyber security	83%	12%	29%
Deep fakes disinformation	69%	16%	15%
Organisational reputation and resident trust	68%	20%	26%
Regulatory compliance	67%	27%	25%
Personal/individual privacy	64%	28%	27%
Lack of IT capabilities	61%	33%	24%
Explainability of how AI technologies work	58%	35%	24%
Equity and fairness	57%	32%	25%
Transparency of suppliers	56%	30%	13%
Low level of broader workforce skills	53%	33%	18%
Contestability and redress from residents	50%	37%	17%
National security	46%	39%	10%
Electoral stability: security and integrity	44%	35%	11%
Contestability and redress from suppliers	35%	42%	7%
Workforce displacement	30%	56%	12%
Physical safety	8%	70%	5%
Other	6%	6%	7%

Base: All respondents (104).

Half (49 per cent) of respondents were using existing policies (including information governance, data protection etc.) to manage AI risks, while 41 per cent were using a specific AI policy and 38 per cent used a senior responsible owner. The policies and processes being used by the fewest number of respondents were councillor training and skills development, and quality assurance processes (both 13 per cent), resident engagement (11 per cent), and a data ethics board (10 per cent). A further 16 per cent said they were not using any of the listed policies and processes to manage AI risks. These findings are shown in full in Table 22.

The respondents who reported that they used existing board were asked to specify which boards they used, their answers included the council's Cyber Security Board, Digital Strategy Board, ICT Strategy Board and Information Governance Group. All of the answers provided are listed in Table A12 in Annex A. Respondents who stated they were using other policies and processes were also asked to specify these, the answers provided included AI usage guidance and staff awareness briefings, a full list of the answers given is shown in Table A13 in Annex A.

**Table 22: Which policies and processes, if any, do you have to manage AI risks?**

	Per cent
Existing policies (including information governance, data protection etc.)	49%
A specific AI policy (if yes, please share the link)	41%
A Senior Responsible Owner	38%
Existing boards (please give details)	35%
Staff training and skills development (information governance, legal teams etc.)	34%
Additional AI powered cyber security monitoring	27%
A specific AI ethics board	14%
Councillor training and skills development	13%
Quality Assurance processes	13%
Resident engagement	11%
A data ethics board	10%
Other	6%
None of the above	16%
Don't know	4%

Base: all respondents (104). Please note: Respondents were able to select more than one answer.

## AI Support

The survey asked respondents to indicate which possible AI support they would find helpful, from a list provided. Most (96 per cent) selected a set of use cases specific to local government, followed by training support offer for officers and members (79 per cent) and a set of explanatory guides on different types and applications (73 per cent). Table 23 shows a full breakdown of these findings.

**Table 23: Thinking about possible AI support, which of the following, if any, would you or your council find helpful?**

	Per cent
A set of use cases specific to local government	96%
Training support offer for officers and members	79%
A set of explanatory guides on different types and applications	73%
A 'useability framework' focused on identifying AI risks and opportunities and supporting the identification of appropriate governance approaches.	66%
A local government AI conference	61%
A community of practice on the development of AI tools in-house	58%
A maturity self assessment tool	55%

Base: all respondents (104). Please note: Respondents were able to select more than one answer.

When asked to indicate other support that might be useful when considering the use of AI in their organisation, respondents most commonly identified knowledge sharing, guidance, training and access to funding. All of the answers provided are shown in Table A14 in Annex A.

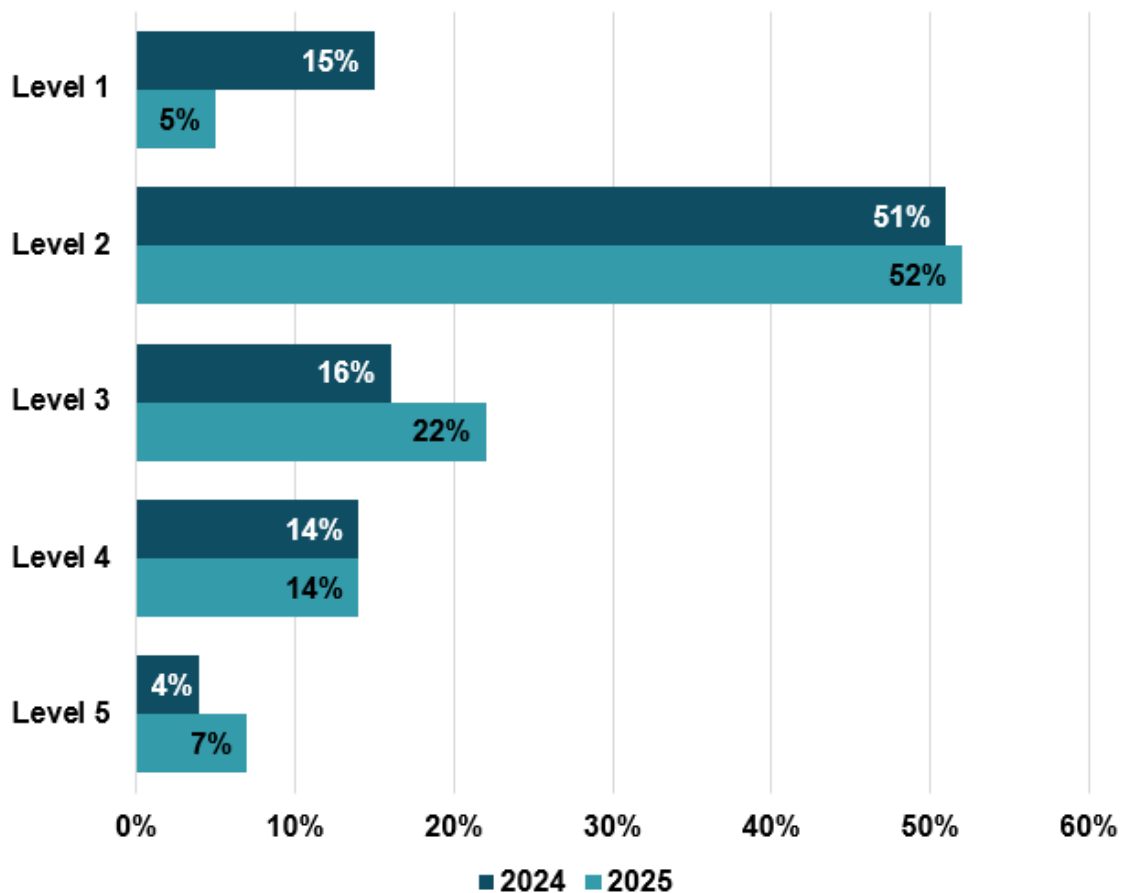
At the end of the survey respondents were given a final opportunity to add comments on the use of AI in their council or in local government more generally, if they wished. Those who did mentioned their local situation, concerns around deploying AI safely and funding issues. All the comments received are shown in Table A15 in Annex A.

## Comparison with original survey

This section compares the findings from the survey update with those of the original survey. The original survey was conducted between February and March 2024 while the update was live from December 2024 to February 2025, this means that there is just less than a year between the two surveys. In the comparisons the original survey is referred to as 2024 and the update is referred to as 2025, the year in which it closed.

In relation to councils' AI usage, the findings indicate that councils are progressing in this area, as the proportion who reported they were at Level 1: The council is not currently using or exploring AI capabilities, decreased by 10 percentage points (from 15 to 5 per cent) since 2024, while the numbers at all other levels increased. The biggest increases were at Level 3: The council is developing its capacity and capabilities around of AI, which increased by 6 percentage points, (from 16 to 22 per cent) and Level 5: The council is innovative in its use of AI and is considered a leader among its peers, which increased by 3 percentage points (from 4 to 7 per cent). These findings are shown in Figure 5.

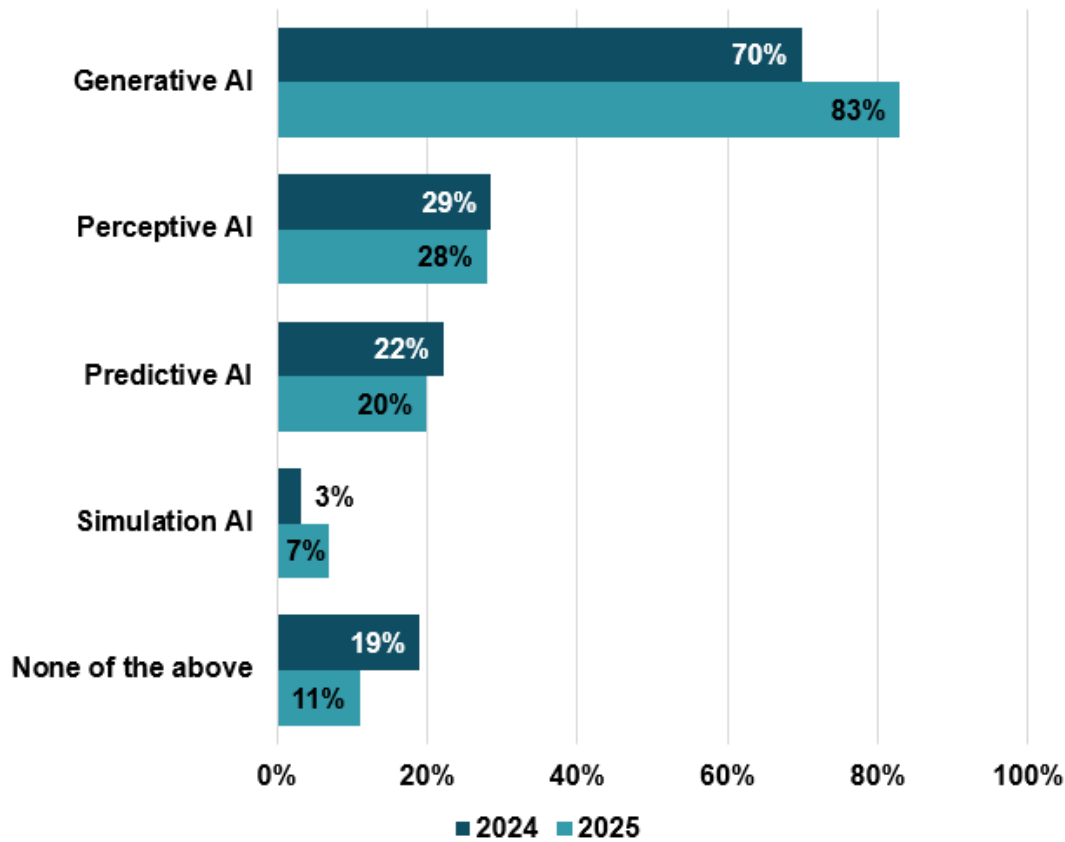
**Figure 5: Level of respondent council's use of AI capabilities**



Base: all respondents (74 in 2024, 104 in 2025).

Changes in relation to the types of AI being adopted also showed that councils were moving forward in their AI journey, as the proportion who reported that they were not using any of the types listed dropped from 19 per cent to 11 per cent. The numbers using generative AI increased from 70 per cent to 83 per cent, strengthening its position as the most commonly used type. There were smaller changes for the other types of AI, with a 4 percentage point increase (from 3 to 7 per cent) in adoption of simulation AI, a 2 percentage point decrease (from 22 to 20 per cent) in predictive AI and a 1 percentage point decrease (from 29 to 28 per cent) for perceptive AI. Figure 6 provides an illustration of these findings.

**Figure 6: Levels of adoption by type of AI**



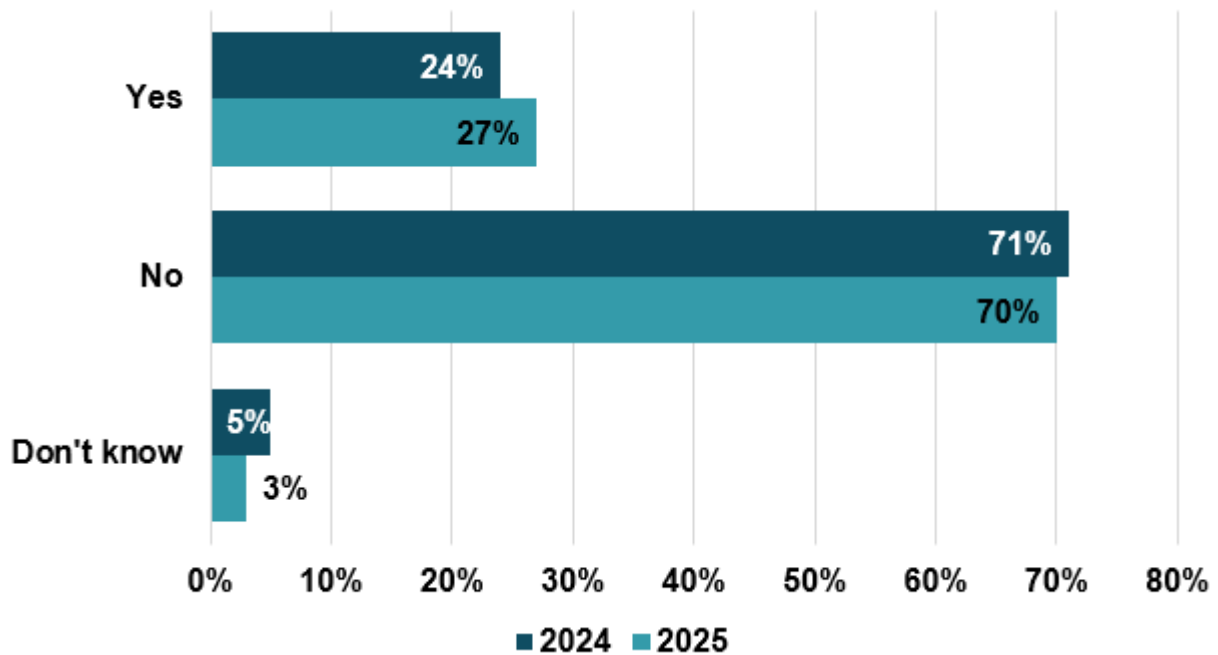
Base: Respondents using or exploring AI (63 in 2024, 99 in 2025). Please note: Respondents were able to select more than one answer.

The functions where respondents had utilised AI capabilities were broadly the same in both surveys with corporate council use: HR, administration (meeting minutes), procurement, finance, cyber security followed by health and social care (adults) and health and social care (children's) being the top three in both years. The functions where the fewest number of respondents had utilised also remained the same, these were licences, permits and permissions, community safety and leisure and culture in both surveys.

The proportion of respondents who were developing their own AI tools in-house was virtually the same in both surveys, with an increase of just 3 percentage points (from

24 to 27 per cent) in the number doing so and a decrease of one per cent (from 71 to 70 per cent) in those who weren't, as shown in Figure 7.

**Figure 7: Levels of in-house development of AI tools**



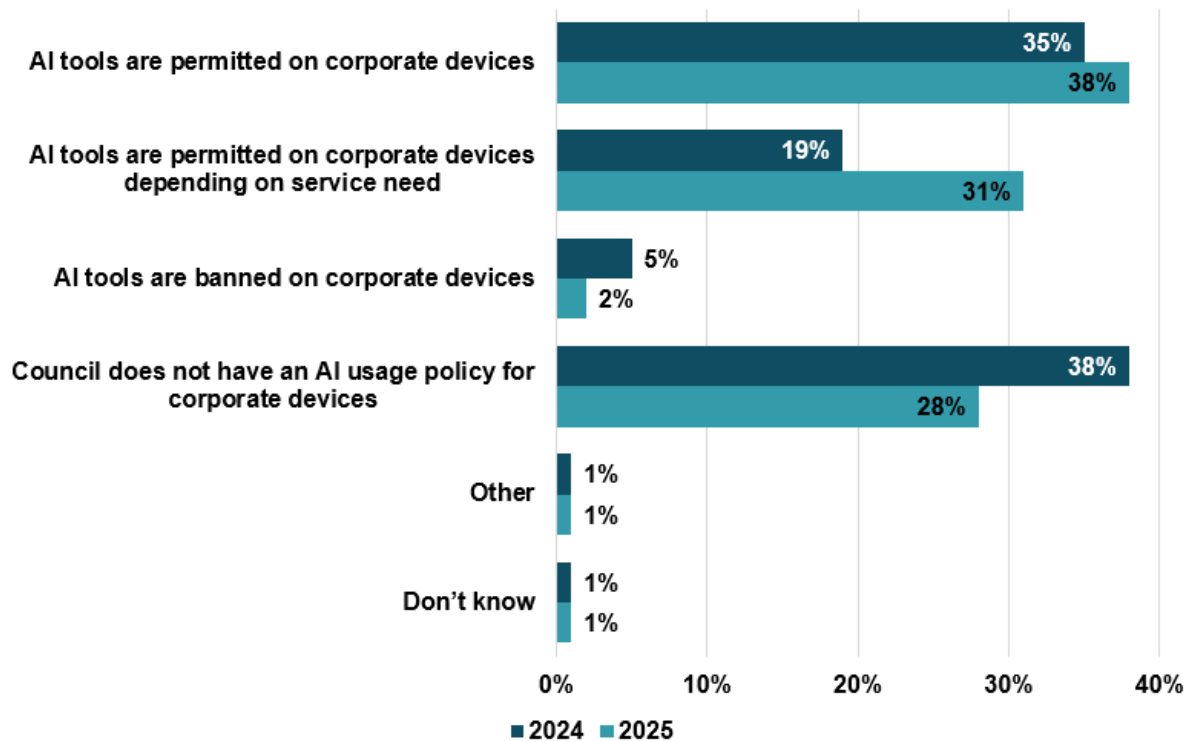
Base: Respondents who were using or exploring AI (63 in 2024, 99 in 2025).

There were only minor changes in relation to respondents' AI usage policies with the exception of a 12 percentage point rise (from 19 to 31 per cent) in the proportion who reported that AI tools are permitted on corporate devices depending on service need, and a corresponding 10 percentage point decrease (from 38 to 28 per cent) in those who reported that their council does not have an AI usage policy for corporate devices. These findings are shown in Figure 8.

While a higher proportion of respondents were able to provide answers in relation to the AI tools which were blocked and permitted this did not change the overall finding that text generation tools (like large language models such as Chat GPT) and open source data analysis tools – such as Python, PyTorch and R, were the two most commonly permitted with conditions. The increased reporting levels in 2025 are

consistent with the other findings which show that council AI usage has increased since the original survey was conducted.

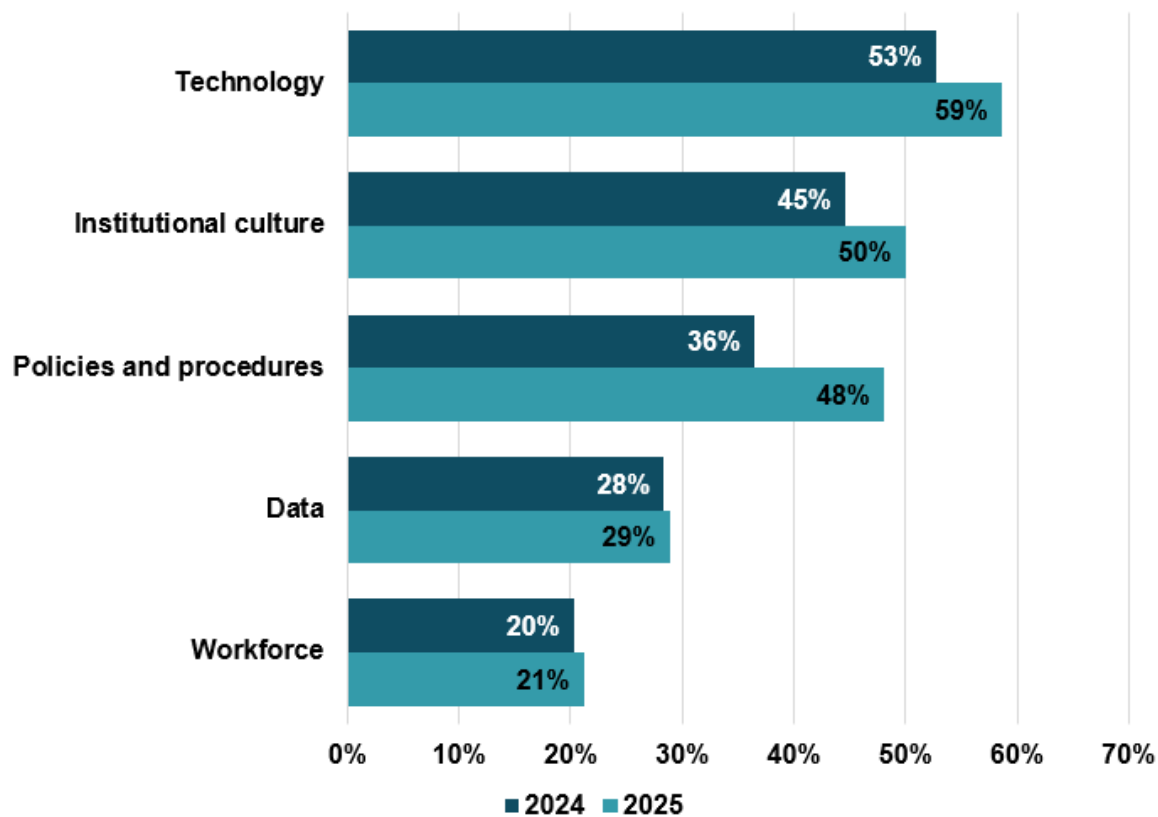
**Figure 8: Respondents' AI usage policies for corporate devices**



Base: Respondents who were using or exploring AI (63 in 2024, 99 in 2025).

In terms of readiness to adopt, or to continue adopting AI, there were increases in the proportion of respondents who were very or fairly ready in all areas. The biggest increase was in relation to policies and procedures to support the safe and secure deployment of AI which rose by 12 percentage points, from 26 to 48 per cent. This was followed by technology (e.g., infrastructure, software, cloud) and institutional culture (e.g. leadership, receptivity to change) which increased by 6 percentage points (from 53 to 59 per cent) and 5 per cent respectively (from 45 to 50 per cent). These findings are shown in Figure 9.

**Figure 9: Proportions of respondents who were very or fairly ready to adopt or to continue to adopt AI by area**



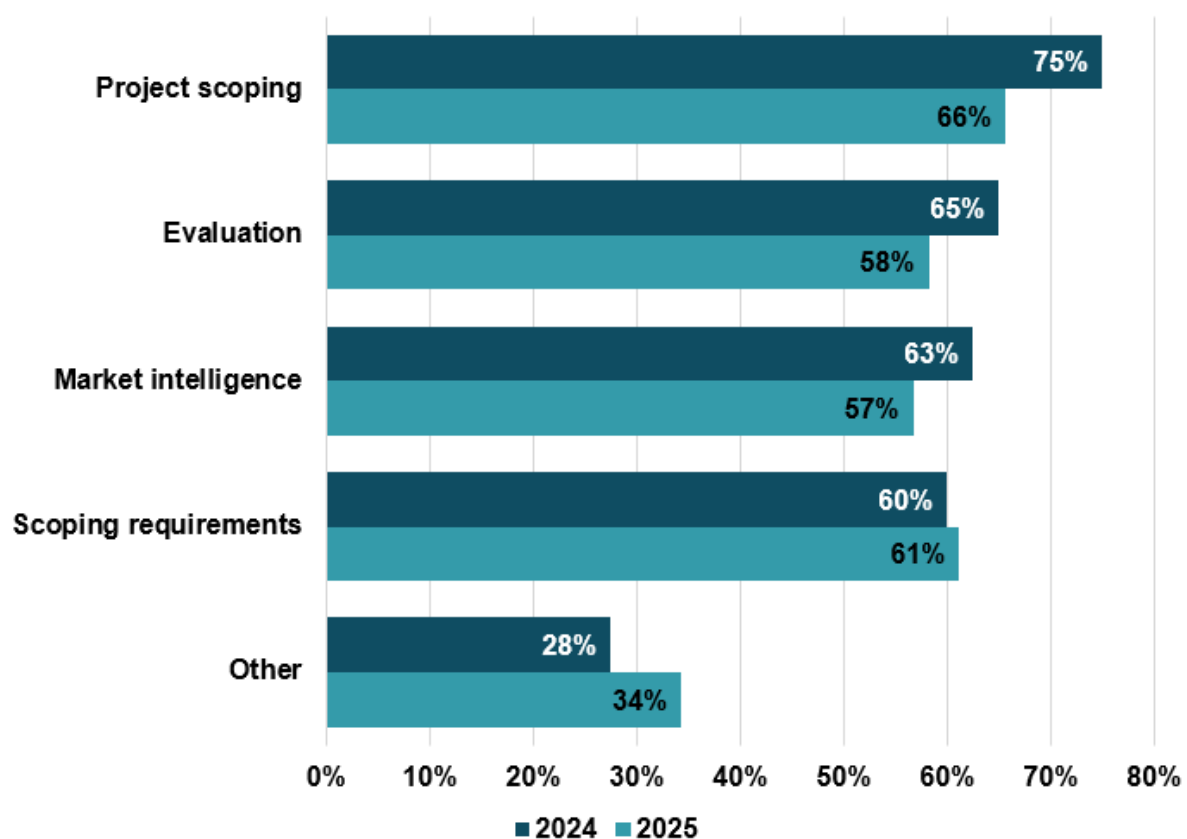
Base: all respondents (74 in 2024, 104 in 2025).

The responses provided in relation to changes in investment in AI, as measured by spending over the last five years, were very similar for both surveys with very little change in the proportions who reported changes in their spending. The areas which saw biggest increases in the proportion reporting increased spending were training, which increased by 6 percentage points (from 24 to 30 per cent), and frameworks, guidance and governance and applications both of which increased by 5 per cent (from 31 to 36, and 39 to 44 per cent, respectively).

There was also very little change in the proportion who were currently paying external suppliers for the provision of AI tools or technologies, or in the process of procuring this, which remained at around two-thirds of respondents (63 per cent in 2024 and 68 per cent in 2025).

While project scoping: understanding where AI can add value, was still seen as the biggest barrier or potential barrier to the procurement of AI tools or technologies, to a great or moderate extent by the highest number of respondents in 2025, there was a 9 percentage point decrease (from 75 to 66 per cent) in the proportion who identified it as such. Other changes in the way in which respondents viewed particular issues as barriers or potential barriers included a 7 percentage point decrease (from 65 to 58 per cent) in those who selected evaluation: understanding how to evaluate solutions, and a 6 percentage point decrease (from 63 to 57 per cent) in the number who selected market intelligence: understanding who is a trusted partner. Figure 10 shows a breakdown of these findings.

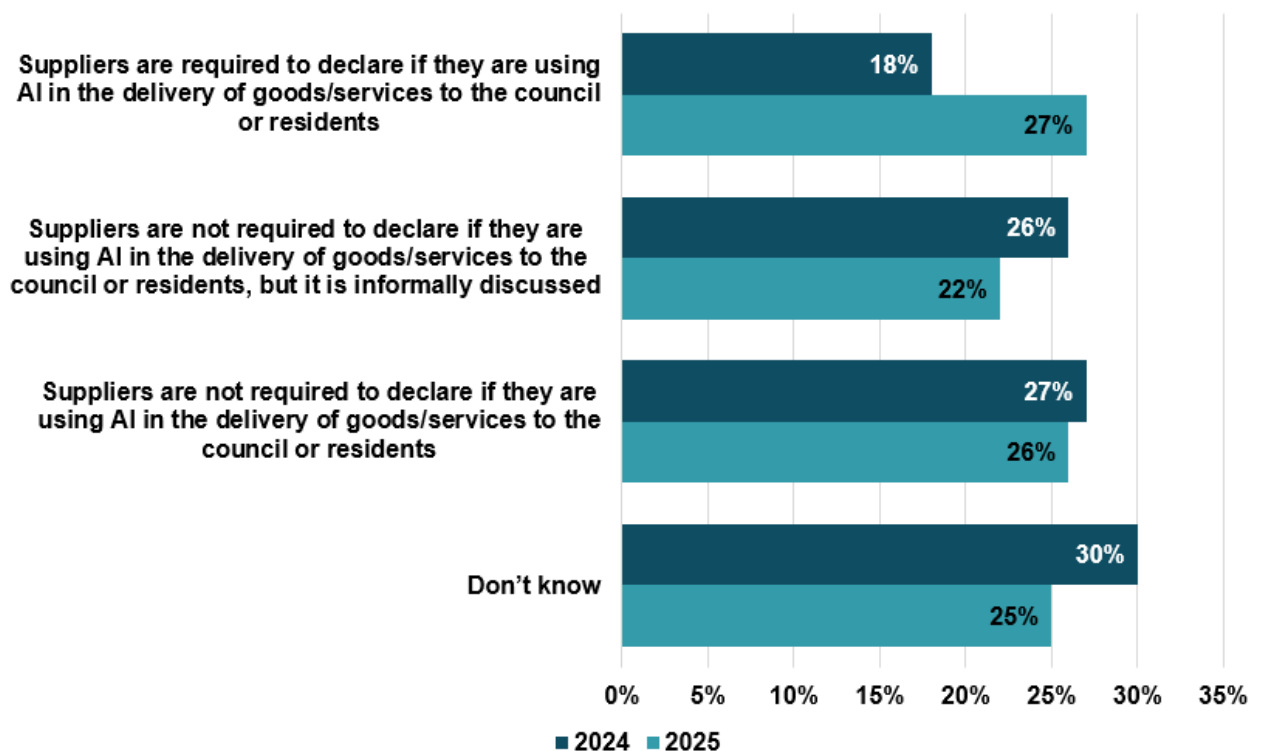
**Figure 10: Issues seen as barriers or potential barriers, to a great or moderate extent, when it comes to the procurement of AI tools or technologies**



Base: Respondents who were paying external suppliers for the provision of AI tools or technologies, or in the process of procuring this (40 in 2024, 67 in 2025).

There was a 9 percentage point increase (from 18 to 27 per cent) in the proportion of respondents who reported that suppliers are required to declare if they are using AI in the delivery of goods/services to the council or residents while the number who did not make this a requirement but informally discussed it with suppliers decreased by 4 percentage points, from 26 to 22 per cent. These findings can be seen in Figure 11.

**Figure 11: Respondent council’s AI supplier policy**



Base: Respondents who were paying external suppliers for the provision of AI tools or technologies, or in the process of procuring this (40 in 2024, 67 in 2025).

The answers provided by respondents in relation to their estimates of the proportion of their current contracts which were using AI to deliver goods/services to the council or residents were very similar for both surveys. The only change was a 4 percentage point increase (from in the number of respondents reporting that a few of their suppliers did so.

There were no changes to the most commonly selected answers for the questions in relation to the areas respondents most commonly reported their council had realised benefits from using AI (staff productivity, service efficiencies and cost savings); the three functions where respondents saw the greatest AI opportunities for their council (Corporate council use: HR, administration (meeting minutes), procurement, finance, cyber security, health and social care (adults) and advice and benefits); what they saw as the biggest potential benefits to their council of adopting or further adopting AI (staff productivity, service efficiencies and cost savings); and the biggest barriers to their council in deploying AI (lack of funding, lack of staff capabilities and lack of staff capacity).

The proportions of respondents who said testbeds and examples of use cases would be helpful in understanding the potential benefits and opportunities of AI in a local government context to a great or moderate extent also remained very similar in both surveys. The proportions were 99 per cent in 2024 and 98 per cent in 2025 for use cases and 93 per cent in 2024 and 91 per cent in 2025 for testbeds.

The three areas most commonly considered to be an AI risk by respondents were the same in both surveys (cyber security, organisational reputation and resident trust and deep fakes disinformation), as were the three areas where they were most commonly seeking to mitigate the risk (cyber security, personal/individual privacy and organisational reputation and resident trust). However, there were some slight changes to the policies and processes most commonly used to do this with 13 per cent more reporting that they were using a specific AI policy making it the second most commonly selected answer in 2025, having been third in 2024. As three policies and processes were selected by the same proportion of respondents in 2024 it is more appropriate to compare the top five than the top three answers provided in both years. These were existing policies (including information governance, data protection etc.), a specific AI policy, a Senior Responsible Owner, existing boards and staff training and skills development (information governance, legal teams etc.).

## Annex A

### Answers provided to open text questions

**Table A1: In what year did your council first deploy AI? Other answers provided.**

Not yet deployed (x 7)
N/A (x 2)
2025
Technically ML models to develop predictive models 2015 but AI in applications only just this year
Expected to be deployed through 2025
We built the use of AI into specific contracted provision in 2023, rather than directly deployed it.

**Table A2: Please provide more detail on any tool/s utilised**

Generative AI
Generative AI tools/apps (x 24)
<Council name> has previously explored various forms of AI, most notably its virtual agent “<Name>”, now discontinued and all current work is on <Generative AI product>
<Generative AI product> for meeting summarisation, content generation. <Generative AI product> for LLM enabled external chatbot. Many internal LLM use cases
<Generative AI product> for personal productivity, <Generative AI product> for training videos
<Generative AI product> has been used to generate options report. Looking at <Generative AI product>

<Generative AI product> rolled out as a desktop productivity assistant. Qualitative Data Analysis used in Planning and Transport.

<Generative AI product> rolled out to all staff (5000) last summer with clear message not to use likes <Generative AI tool> and risk data loss. 3) <Generative AI product> early adopter, 300 users from November and council co-chair the User group

<Generative AI product> supported Chatbot, <Generative AI product> generated JDs

Adopted <Generative AI tool> developed translation and redaction tools internally with <Provider name>

AI Chatbot used in Customer services to deal with queries via the website

Contact centre Chatbot using <Provider name> has been deployed, in the process of building capacity and use cases around generative AI.

Digital chat assistant to support our contact centre

Our Service Desk (<Application name>) has the option to rewrite your responses in a 'better' way. No automated functions are currently being used.

Natural Language Processing and Deep Learning is used in Sentiment Analysis and Translation.

Risk based verification for benefits first tool employed. More recent testing with generative AI in recent months. AI (complex algorithmic based) software used to help remodel waste collection rounds. Currently integrating AI Validation application to improve Planning delivery services.

Use of <Generative AI product> to work more efficiently

Used a tool developed in partnership with <Provider name> to respond to complaints within <Application name>.

Voice recognition on switchboard, Cognitive Services for website search engine, <Generative AI product> for prototype code generation

<p>We are an early adopter of &lt;Generative AI product&gt; and seen as a leader in using tools to support staff. We are an early adopter of &lt;Generative AI product&gt; which we are intending to use for FOI requests and staff HR enquiries.</p>
<p>We have deployed an AI Chatbot on our public facing website and have trialled the use of &lt;Generative AI product&gt; for transcribing meetings in Adult Social Care.</p>
<p>We have previously used Chat Bot AI in our Customer Service area, via our website answering customer enquiries. We are not using this currently</p>
<p>We have used AI to develop voice overs for videos and also as part of our meeting support to aid agendas and to summarise key points. We will be using it in our new CRM and also in our platform development</p>
<p>We have used generative AI for training content.</p>
<p>We use a chatbot with limited AI capabilities and we have begun to explore &lt;Generative AI product&gt;</p>
<p><b>Perceptive AI</b></p>
<p>AI has been deployed through our contracted care technology service, via both deployed hardware, e.g. sensors, and the associated alarm monitoring and receiving centre.</p>
<p>Developed custom image analysis tools using &lt;Perceptive AI tool&gt;.</p>
<p>Developed sensors in Assistive Tech, AI pothole robot</p>
<p>Face recognition is used on all council issued laptops, smart phones use fingerprint ID - this is also used by manual worker instead of timesheets.</p>
<p>Highways using counting systems from video data; for instance, counting people, vans, buses etc as part of monitoring the highway system.</p>
<p>In planning we're using an AI validation tool, in Streetscene we're using objective visibility of network conditions (an app in the windscreen of vehicles which identifies and records asset defects)</p>
<p>Our technology enabled care team are working with care providers to deploy smart sensor technology</p>

<Perceptive AI product> for road maintenance
Sensors which collect traffic data, specifically for adoption of cycling initiatives
Smart sensors
This was via IOT devices
We are using tools such as ANPR and recognition in some of the enforcement services.
We use <Perceptive AI product> (image recognition) in a couple of applications. We use sensors in a security context, monitoring standard behaviour and actioning when unusual behaviour is identified.
<b>Predictive AI</b>
Predictive AI tools/apps (x 2)
Continuing AI use in our Cyber Security defences.
Created own machine learning algorithms to predict outcomes before they arise such as first time use of knives, escalation in adult social care needs, entry to children's residential care, repeat plans
Creating data insights from Health and Social Care data to identify future risks - falls, hospitalisation, family support again using the <Application name> and associated AI products e.g. <Predictive AI product>
Cyber Security
Estimate households' energy ratings using predictive approaches. Modelling time series.
Invested in cyber tools that use AI and learning to detect and prevent attacks to <Council name>'s perimeter
SARIMA algorithm to review years' worth of specific system data and project forward to inform budget and sufficiency planning
Predicative AI is being developed by our Data, Performance and Insights team predominately in Adult's and Children's service areas.

Predictive AI for assessing potential homelessness (pilot)

Threat detection software uses AI

We have been using a product called *<Predictive AI product>* to consider / predict falls in Adult Social Care and are now looking to use the same technology to tackle loneliness.

### **Simulation AI**

*<Simulation AI product>*

Simulation - although basic

The Department of Business, Energy, Industry, and Strategy (BEIS) oversees the National Digital Twin Programme (NDTP), *<Council name>* was chosen as a testbed for the study.

Virtual digital twin which allows us to inspect streets and buildings at street level, including taking measurements.

### **Scoping/Development work**

*<Generative AI product>* is about to start as a pilot. *<Generative AI product>* is being promoted, based on our own tenant of the platform. Other platforms such as *<Generative AI product>*, *<Generative AI product>* are currently prohibited by policy and where we can, by technical control too.

*<Generative AI product>* is being trialled across the Council to support the use of generative AI to understand it's impact on staff efficiency

*<Generative AI product>* Trial. Some use of *<Generative AI product>* but unofficial. Looking at AI options within call centre software.

AI has started to creep into cloud-based systems and devices used. The Council is now at the start of its journey with AI and corporate guidance.

All three are at pilot stage: we are running small-scale pilots on perceptive AI for fly tipping recognition, predictive AI for assessing potential homelessness, and generative AI to produce internal business documents (among other uses)

At a high level we are focusing on AI use cases in three main areas. Firstly improving productivity within admin/business support roles by using <Generative AI product>. Secondly automating processes within Social Care utilising <Generative AI product> and 3rd party connectors into LOB applications from <Provider name>.

Currently looking at using <Generative AI product> in our <Application name>

Deployed <Generative AI product> for pilot number of users (Under 10)

Developing skills and knowledge with <Generative AI product>

Enforcement teams looking at AI to analyse images to identify offenders e.g. fly tipping, litter etc. Work in progress. Lessons learnt AI better in towns than rural areas. In latter nature sees trees, hedges and everything constantly growing which nullifies decent analysis.

Exploration

Over the last 90 days the following AI tools have been used within <Council name>. It is important to note that none of these have been officially sanctioned for use within the Council. <Generative AI products> (x50+)

Pilot on using AI to data mine across huge data sets and visualise the information for a social worker. AI to support call routing. <Generative AI product>.

Productionising translation services. Developed with partner a social care policy buddy (expert AI agent for children's social care policy and guidance). Proof of concept with Fol process - using AI to support Fol response formulation.

Conversation to case note use case - <Generative AI product> pilot, <Generative AI product>, central government tool and LLA tools all under research and test.

Pilot with <Generative AI product> for Children's Social Care in progress. Ethics Risk Management process in development, looking to pilot <Generative AI product>. Part of a feasibility study for use of AI in Children's Social Care with What Works Centre/Turing Institute in 2019. Findings led to predictive AI not being adopted.

Some staff have started using GenAI (such as <Generative AI product> and <Generative AI product>) to assist with document/policy creation. However, we are

just in the process of developing usage policies to ensure this is used safely and ethically.

Starting out with <Generative AI product>

The Council's Adult Care Service are currently piloting <Generative AI product> this enables practitioners to undertake assessments with service users, record the conversation and convert the pertinent elements to text that is then automatically loaded into a pre-defined template that links into the Adult Care case management system.

Tried to build the foundations that are essentials as preparatory for AI. Data being the biggest. Started creating Data Services Platform, we have rolled out 30 <Generative AI product> Licenses and want to point this to data as well as supporting adoption. We have used <Generative AI product> and <Generative AI product> to embed the emphasis of automation in the workplace and tried to create an AI library in <Generative AI product> that can find duplicates for data cleansing. Data is in <Application name>, we also have process orchestration layer in <Application name> to build logic and for AI to take over at some point.

Voice to text assistance for frontline/field workers (in development). Contact centre voice automation (in development).

We are broadly piloting <Generative AI product>, however, we are yet to agree governance, ethics and projects

We are currently piloting <Generative AI product> around Adult Front Door, where initial interaction is undertaken by an AI bot, that provides information from various sources, this is looking to go live in Q2 of 2025

We are in the early stages of using AI to help social workers capture care act assessments and we are also in the early stages of piloting AI for web and voice contact

We are just starting to explore AI tools for our contact centre.

We are trialling <Generative AI product> and have made available to all staff <Generative AI product>. We are also about to trial <Generative AI product> and are reviewing other Digital Notetaking options. We are about to trial a website

facing Chat Bot which is currently being built. We are also investigating Agentic AI. Finally, we have data scientists and technical staff looking at Machine Learning and predictive analysis

We are using <Generative AI product> for <Application name> and have started engagement with our provider on the pre-requisites analysis for the use of <Generative AI product>. We are investigating the use of <Generative AI product> for <Platform name> for our Software Development Team.

We have a focus on <Generative AI product> for GenAI at this time. We are using this across a pilot group of 300 users in all service areas with a number of specific use cases alongside general productivity improvements. In reality tools such as predictive text/type ahead, spell checking many of which would be classed as AI now have been in use for years.

We have begun to experiment with <Generative AI product> and other generative AI tools and have put in place guidance on their use. We also understand tools like <Name> are likely to deploy AI-based technology in its back office, e.g. for handling emails through <Application name>.

We have launched an interim usage policy for GenAI tools. We are about to launch across the organization on AI to better understand what people are using

We have more recently been using Generative AI predominately in self-created applications (Easy Read, SAR's, Care Act Conversation recording/transcribing) rather than council-wide initiatives currently (though that is being planned out at the moment).

We have only just touched at looking at <Generative AI product> Our AI strategy is very early on in development.

We're currently trialling the use of <Generative AI product> to understand the extent to which it will benefit the organisation to support efficiencies. Use of <Generative AI product> in pilots across the council, extensively in Adults and Children's.

Working with external vendors on text analysis/topic modelling. Developing RAG/AI models to create advance search and retrieval engines

We are only using <Application name> with <Generative AI product> as this can be locked down at the Enterprise level, we will be starting to pilot <Generative AI product> next year and also exploring the use of AI for meeting transcription.

We are piloting <Generative AI product> and also working with a third party exploring the potential within Children's Social Care

## Use cases

1. <Perceptive AI product> is a solution used by the Council that provides Security information and event management (SIEM) and security orchestration, automation, and response (SOAR). <Perceptive AI product> fuses <Product name>, a correlation engine based on scalable machine learning algorithms, to automatically detect multistage attacks (also known as advanced persistent threats or APT) by identifying combinations of anomalous behaviours and suspicious activities that are observed at various stages of the kill chain. On the basis of these discoveries, <Perceptive AI product> generates incidents that would otherwise be difficult to catch. These incidents comprise two or more alerts or activities. By design, these incidents are low-volume, high-fidelity, and high-severity.
2. <AI development tool> is a low-code development platform which provides tools for us to develop, deploy and manage omnichannel enterprise applications. A powerful combination of AI and machine learning that infuses AI throughout the <AI development tool> platform to eliminate friction, long lead times, errors, and technical debt. AI mentors guide developers through the <AI development tool> platform, dramatically accelerating and improving application development. It scans, reviews, and validates application portfolios, enabling the delivery of high-quality smart apps up to 100x faster.
3. The Commercial Vehicle and Trailer (CVT) permit scheme for vehicles and trailers that wish to use a Household Recycling Centre for the disposal of household waste. Automatic number-plate recognition (ANPR) is the technology that uses optical character recognition on images to read vehicle registration plates. This technology will be used within our commercial vehicle and trailer permits system developed on our low code platform, <AI development tool>, to

identify vehicles and look up number of permits available to use against the vehicle.

4. *<Generative AI product name>* is the solution used by the council to provide the Chatbot service on our public facing website. The chatbot uses an active learning technique to automatically match phrases entered by customers to specific service information held within the chatbot flows. The more phrases that are matched increases the accuracy of the chatbot in providing the correct answer.
5. *<Perceptive AI product>* an intelligent nurse call system from *<organisation name>*, helps staff improve care quality and provide greater privacy for residents, targeting of resources for staff to focus on residents that need their help, while reducing operational costs. A requirement by the NHS for acoustic monitoring in care homes. A sensor monitors sounds in a room at night. When any sound profile exceeds its individually set threshold, or unusual behaviour for the resident, then an alert is sent to a central station or forwarded to a mobile device to care workers to notify them that they need to check on the resident and ensure their health and wellbeing needs are being met. This is part of a 12-month NHS pilot.
6. *<Predictive AI product>* Predict and detect early deterioration of patients to avoid admissions, and identify and monitor patients for earlier discharge, virtual wards and hospital at home services, using our real-time remote monitoring platform. AI is used in four 3 types of technology:
  - Vitals for people with health conditions where it is useful to see constantly monitored vital signs, such as COPD.
  - The *<Product name>* watch shows sedentary behaviours and promotes activity. Perfect for people who are starting to worry about falling at home. linked up with Community OT and neighbourhood teams.
  - *<Product name>* assists with the delivery of right medication, at the right time to avoid over or inappropriate self-medication.

It is intended these products will also be used to create virtual wards in conjunction with the NHS trial scheme. This is part of a 12-month NHS pilot

7. <Perceptive AI product> is <organisation name>'s flagship healthcare platform that integrates smart IoT sensors and Bluetooth medical devices to support elderly and vulnerable people in their own homes. Behavioural insights are picked up by the small, discrete sensors that are located around the home collecting activity data (i.e. on a kettle, in a fridge). Their data is sent back to the <organisation name> secure servers. This information is shared with family, caregivers, professionals and call centres to alert changes in daily routine in real time. This promotes early intervention, which in turn leads to higher standards of proactive care and cost savings.
8. <Perceptive AI product> is a non-wearable fall detector that learns the users behaviour and gait. It's machine learning identifies insights about their health and identifies risk of the user falling. This is perfect for social care referrals. The integrated machine learning platform captures, reconstructs and shares incidents and living activities to provide 24/7 reassurance. Built on thermal sensing data and integrating 3rd party health and activity data sources, the system monitors remotely behaviours.
9. <Perceptive AI product> is a non-wearable device, used during physiotherapy sessions for people with neurological disorders (i.e. Parkinson's Disease) that are at high risk of falls. <Organisation name> software is the world's first, patented augmented reality (AR) solution for cueing therapy and gamified exercise to improve gait, balance and reduce fall risk for people living with neurological disorders.

Classifying emails and responses. Speech 2 text. Analysis of reading ability. <Generative AI product> deployed within council. Generative AI used in tasks ranging from classification to creating responses. Tools used: <Generative AI product>; <Generative AI product>; Some API services from <Provider name>; <Generative AI product>; <Provider name> services. <Generative AI product> for survey analysis. Procurement of system specific and domain specific transcription and summarisation tooling. <Generative AI product>. Current exploring <Generative AI product> using <Generative AI product> research from November 2024

We have released <Generative AI product name> for assistive use to officers.

RPA on the <Generative AI product name> platform is live in Adult Social Care, and is being put to further use with our implementation of <Generative AI product name> to move output care documents to our <Application name>. We are also developing this to do the same with data gathered from our new Digital One Front Door (DOFD), in which we use AI to gather Adult Social Care inputs for OT Self-Assessment, Podiatry and Incontinence referrals, the DOFD is used for signposting to existing services where we have used the <Generative AI product name> to access this information across our services. We have built a registration and authentication system built on <Application name> that allows a customer once registered with us to interact with the AI bot “<Name>” and give them updates on status which it gets from data fed into <Application name> from back-end systems. We launched our new TEC Hub at our <Name> Centre in October 2024, we have subsequently built an AI entity that takes input from a range of care assessment documents and then looks at a digital catalogue of TEC to look for best fit - we were originally doing this as part of the <Name> programme but we had already developed our proof of concept (built with <Generative AI product name>), beyond that and are now working with them to provide technical support and assistance to us with this project and to look at a second use case to undertake next. In the New Year we will be exploring the use of GPT voice.

**Table A3: Details on how AI has been used to support functions**

<b>Corporate council use: HR, administration (meeting minutes), procurement, finance, cyber security</b>
Production of meeting notes/minutes (including action points) (x 19)
Exploration of potential benefits (x 11)
Examples provided: <ul style="list-style-type: none"> <li>• Currently being looking at to transcribe meetings</li> <li>• Exploring minute taking etc.</li> <li>• General exploration of potential benefits</li> <li>• Piloted generating presentations from documents</li> </ul>

<ul style="list-style-type: none"> <li>• Looking at RPA for in a range of things including absence management, expenses input. Further as a front door for Payroll, Pensions and HR queries from our employees.</li> <li>• Pilot of AI voice for ICT helpdesk queries</li> <li>• Proof of concept for transcribing of meetings</li> <li>• Diary management starting in the New Year (small pilot)</li> <li>• Testing Minutes taking and CIC functionality / Cyber - Machine Learning</li> <li>• Testing transcription to support social care teams</li> <li>• We are exploring the options within chatbots provided by our communications provider and cyber security tools.</li> </ul>
Document production (including reports) (x 10)
Generative AI tools/apps being used (x 9)
Generative AI tools/apps being trialled/piloted (x 6)
Research/data analysis (x 6)
Cyber security (x 5)
Virtual agents/chatbots (x 5)
Production of job descriptions (x 4)
Automation of tasks (x 3)
Document summarisation (x 3)
General administrative tasks (x 3)
Comms
Councillors writing speeches
HR dashboards, returning reference material
In some form AI will be in use in all areas.
LLM, speech2text, forecasting, NLP
Procurements
Social media

## Health and social care (adults)

Generative AI tools/apps being used (x 8)

Production of meeting notes (including action points) (x 6)

Exploration of potential benefits (x 5)

Examples provided:

- Meeting minutes, early work with social care professionals
- Nothing deployed exploratory only
- Pilot for running meetings
- Planning to run a <Generative AI product> pilot
- Prototyping EHC plan and note summarisation

Generative AI tools/apps being trialled/piloted (x 5)

Document creation (including easy read) (x 3)

Predictive analysis (including falls and care needs) (x 4)

Assessments (x 2)

Automation of tasks (x 2)

Data analysis (x 2)

Document translation (x 2)

General administrative tasks (x 2)

Smart sensors (x 2)

Virtual agents/chatbots (x 2)

As part of our Care Planning linked to sensor data gathered over the IoT for early intervention and prevention, this will be part of our TECM programme.

Care Technology service

Early work with social care professionals

Speech2text

Commissioning team tender marking activities; Day Opportunities Service Managers care planning

### **Health and social care (children's)**

Exploration of potential benefits (x 9)

Examples provided:

- About to pilot for EHCP
- Exploring EHCP's, Children at Risk
- General use cases for GenAI. Looking at specific form filling/assessment analysis
- Meeting minutes, early work with social care professionals
- Nothing deployed exploratory only
- Pilot for running meetings
- Planning to run a pilot in the EHCP space.
- Summary care record, court document collation - using dummy data only at this stage

Production of meeting notes (including action points and plans) (x 8)

Generative AI tools/apps being used (x 6)

Document creation (including reports and comms) (x 5)

Document translation (x 3)

Predictive analysis (including risk of entering care) (x 2)

Data analysis (x 2)

Automation of tasks (x 2)

Document summarisation (x 2)

Generative AI tools/apps being trialled/piloted (x 2)

Unsupervised methods

### **Transport and highways**

Generative AI tools/apps being used (x 4)

Road condition monitoring (including pothole detection) (x 4)
Generative AI tools/apps being trialled/piloted (x 3)
Traffic monitoring (x 3)
Digital twins (x 2)
Asset management
Consultation response analysis
Advice and benefits
Generative AI tools/apps (x 1)
Chatbot in contact centre (x 3)
A pilot in the Registrations service using AI to extract information from handwritten registration certificates.
Call routing into the call centre
Deflection
Exploratory at this stage
Risk based verification
<b>Advice and benefits</b>
Virtual agents/chatbots (x 8)
Generative AI tools/apps being used (x 3)
Exploration of potential benefits (x 3)
Examples provided: <ul style="list-style-type: none"> <li>• <i>&lt;Generative AI product&gt;</i> has been provided in a cross-cutting trial to evaluate its impact on personal productivity and derive opportunities for cashable savings.</li> <li>• A pilot in the Registrations service using AI to extract information from handwritten registration certificates.</li> <li>• Reviewing use of website facing Chatbot</li> </ul>

Call routing into the call centre
In some form AI will be in use in all areas
Risk based verification
<b>Planning and building control</b>
Generative AI tools/apps being used (x 6)
Consultation analysis (x 3)
Exploration of potential benefits (x 3) Examples provided: <ul style="list-style-type: none"> <li>• &lt;Generative AI product&gt; has been provided in a cross-cutting trial to evaluate its impact on personal productivity and derive opportunities for cashable savings.</li> <li>• Exploration</li> <li>• Exploring AI to help with processing planning consultation responses, drafting of S106 and processing biodiversity net gain data</li> </ul>
AI planning bots
Assist with verification of planning applications
Automation
Digital twin
Roof Inspections. Potential HMO's
Used it to analyses survey data
Validation tool
<b>Democratic services</b>
Generative AI tools/apps being used (x 6)
Consultation analysis (x 3)
Production of minutes (x 2)

Report writing (x 2)
Exploration of potential benefits (x 2)
Examples provided: <ul style="list-style-type: none"> <li>• Exploring and researching a constitution bot</li> <li>• Pilot for running meetings</li> </ul>
General administrative tasks (x 2)
<b>Environmental Protection</b>
Generative AI tools/apps being used (x 4)
Image analysis (including fly tipping detection) (x 3)
Air quality monitoring (x 2)
Data collation (x 2)
Document production (including reports) (x 2)
General administrative tasks (x 2)
Sensors (x 2)
Unsupervised methods
Use of graph data to plot Covid outbreaks
<b>Housing</b>
Generative AI tools/apps being used (x 4)
Data analysis (x 2)
General administrative tasks (x 2)
Assist with document/policy creation
Damp sensors
Deflection and Automation
Proof of concept to respond to housing complaints

Predictive homelessness
Trialling <Generative AI product>
<b>Schools and education</b>
Generative AI tools/apps being used (x 4)
<p>Exploration of potential benefits (x 4)</p> <p>Examples provided:</p> <ul style="list-style-type: none"> <li>• &lt;Generative AI product&gt; pilot</li> <li>• EHCP drafts (exploratory)</li> <li>• Exploring the use of an AI to help pull together key artifacts that feed the EHCP</li> <li>• Planning to run a pilot in the EHCP space.</li> </ul>
SEND demand prediction (x 2)
Data AI libraries and matching across all sets in <Council name> for intention to build preventative models.
Free School Meals Automation Processing
Reports
School Admission Chatbot: Handle FAQs on school admissions, reducing demand on the contact centre.
Speech2text
Summarising documents, note taking
Web build support
<b>Business and employment</b>
Generative AI tools/apps being used (x 5)
Generative AI tools/apps being trialled/piloted (x 2)
Data analysis (x 2)

General administrative tasks (x 2)
Creating job descriptions and advertising collateral
Interviewing - prep of interview questions; explored possible use for reviewing CVs
Pilot for running meetings
Summarising documents
<b>Community Safety</b>
Generative AI tools/apps being used (x 4)
CCTV monitoring (x 3)
General administrative tasks (x 2)
<b>Licences, permits and permissions</b>
Generative AI tools/apps being used (x 4)
General administrative tasks (x 2)
AI Chatbot - Surfacing Licensing Policy Information / Applying for Licenses etc
Starting exploration for use cases.
<b>Leisure and culture</b>
Generative AI tools/apps being used (x 4)
Anti drowning monitoring (x 2)
In some form AI will be in use in all areas.
Website exposed to the Digital One Front Door

**Table A4: Details of AI tools being developed in-house**

As part of digital transformation work we are developing with our technical partner bespoke solutions for council services.
Data connectors, data lake and virtual assistants.

Classification tools, chatbots using open LLM models, unsupervised/supervised models, drafting emails, drafting responses, survey analysis.
Currently making use of Agents and working through wrapping power platform and agents around <Generative AI product>.
Developing an AI powered chatbot
Exploring the potential of <Generative AI product>.
Exploring the use of AI within <Generative AI product> and <Generative AI product>.
Focus is on using in-house data science and data engineering skills to leverage the technology stack that we have licenced from <Organisation name>.
Looking to create a public facing Chat Bot, using <Generative AI product> or <Generative AI product> or <Generative AI product>. Looking to build translation system and an internal HR bot
Looking to develop our own <Generative AI product> based chatbot.
Machine learning models.
Machine Translation, 'Report It' patterned services, Easy Read, Predictive Analytics.
My data team is working with machine learning and predictive algorithms and we will continue to deliver that work in-house. We're also currently working with a third party to explore opportunities for the use of AI and are reviewing a wider range of AI solutions.
Piloting use of <Generative AI product> capabilities for AI based forecasting, but only exploration phase. Examination of <Generative AI product> for in-house purposes.
Python libraries and process automation in <Generative AI product>.
Research and development on AI powered bots/assistants.
Using <Generative AI product> to develop applications for specific purposes (i.e. document redaction)

Resident experience and access programme (REAP) are looking at developing AI tools internally and also the organisation is looking at adopting a centre of excellence for AI adoption and this involves building internal AI capabilities.
Translation proof of concept
Translation services and easy read.
Via <Generative AI product>. Early days but used tools to integrate website and other Apps into <Generative AI product>. Reviewing our use of <Generative AI product> in a number of applications including working with suppliers such as <Supplier name> on early adoption tools.
We are using <Generative AI product> to develop bots which will be used for internal and external customer experiences - all currently in test
We are using existing <Supplier name> tools e.g. <Generative AI product> to develop generative AI chat bots.
We are using our DevOps team to create AI Bots, RPA, and standalone AI entities using <Generative AI product> and <Generative AI product> for the services discussed in previous questions.
We are working on 6 proof of concept projects, a couple are being undertaken using <Generative AI product> in house open ai applications
We are working on our <Organisation name> capabilities in house and with the support of consultants.
We build solutions using <Generative AI product> and <Generative AI product>

**Table A5: Explanations of respondents' state of readiness for adopting or continuing to adopt AI**

<b>Respondents who are mostly very or fairly ready</b>
<Council name> is very early in its AI journey. Policies and governance are now in place. A small number of <Generative AI product> licenses are in place (along with support and training). The first two AI projects are underway and there's a good

backlog for future AI work. Although not yet developing AI tools, this will feature longer term. Culture for AI/change has had and will have a continued focus over coming months and skills are being actively grown, developed, hired or partnered in.

AI is now owned by the Head of Data and Intelligence, however only one person still leads AI at the council including technical build, policy and strategy. Executive board starting to understand impact of AI, particularly around risk as further education is ongoing. The business is understanding they are now exposed to a high level of risk. Working group is mobilised to mitigate risks. A programme and body of work will be started. Still no investment in AI, but resources across all teams is starting to be made available. AI is owned by BI, and slowly security controls are now being put into place. Policies are actively being developed to mitigate corporate risks to the business. More joined up thinking is happening.

At a senior level AI are on board with the use of AI to improve productivity and create a more sustainable Council. Policies are being created and implemented this week to lockdown non <Organisation name> Gen AI tools and around 300 staff are trialling <Generative AI product> and others. We are also creating awareness training and comms for our workforce to help with the understanding of the risks associated with "Free" AI services.

Currently lots of hype and use cases put forward by suppliers that don't clarify the detail / requirements for uses to be successful. Some users feel AI will do everything for them rather than be an assistant / support to some tasks whilst others have knowledge of the potential. Technology is moving so fast it is difficult to keep up. Policies are fairly ready as much of the requirement on policy is already covered by Information governance policies.

Emerging approach being defined and deployed to support the organisation to adopt with care. This is informed by sector wide learning on AI and builds on a existing mature model for transformation and IT management. Policy, guidance, comms and impact assessment framework all in place along with corporate steering group for AI. Formal training being scoped.

Generative AI working group has been setup and meets bi-weekly, the agenda includes Governance, use case review and approval, prototyping, broad business

representation within the working group. Skills building through envisioning sessions with vendors and strategic partners.

Leadership buy-in to AI and excellent attitude 'being bold and innovative'. Cloud migration and understanding of need for quality data. Workforce varies from engaged to actively disengaged with major disruptors in key areas. Pragmatic approach to policies and governance

Meetings with Cllrs, Corporate management team and some services have been held. Meetings are organised with our <Organisation name> solutions provider. Policies are being drafted and some are already updated. Training and rollout programmes are planned but not completed yet. Paid for <Generative AI product> licences are going to be focused based on proof of concept rollouts focused in certain areas.

Our ICT team are actively exploring options and involving our CMT. We have a digital strategy we are about to publish that includes our AI approach. We do not yet have a policy to support that strategy.

Over the last year the authority has taken the approach of maintaining a watching brief and developing its learning around the potential application of these tools whilst understanding the risks and mitigations needed. We are now moving to develop some small proof of concept exercises to support development of knowledge, and skills and the policies and procedures needed for safe deployment

Still at early stages with a lot of this so not undertaking any discovery on the workforce readiness, but the direction of travel towards AI is clear and the council are open to the potential and have started putting the frameworks and governance in place.

Strong sponsorship for use of data for evidence based decisions from the top and use of predictive analytics to get upstream widespread and understood by many. Process and governance are not in place for mainstream use, policy and guidance have been developed. use of predictive analytics and ML models with in-house capability. Now moved to cloud with <Generative AI product> in place but not turned on many features yet. setting up proof of concepts AI programme, going slow and steady.

There is a lack of expertise and clarity of opportunities, but there is a desire to improve services and productivity. Though there is a lot of data it is probably not clean enough draw precise conclusions and actions

There is a willingness to investigate how AI could bring efficiencies and savings to the council and some of the ground work in terms of policies and procedures for its eventual use are in place and being monitored as requests are made. Data and technology is constantly improving but there is a learning piece required to demonstrate the importance of good quality data that informs AI tools as well as training staff how best to use tools. There is also a learning piece with residents about what we are using AI for and how they might interact with AI we have deployed.

There is strong leadership support for the adoption of AI and in some cases we are fairly ready from a technology perspective. There is a wide range of knowledge and skills in the organisation from people who don't know what AI is, to using it as part of their job. We have existing governance and risk management frameworks which consider individual applications of AI through DPIAs for example.

Usage policy is in the process of being approved, this will be accompanied with an awareness campaign to upskill. Foundational work on the data architecture is needed ahead of being able to maximise the potential of AI.

We are at the initial stages with more to consider

We are just starting to talk to our existing suppliers about how they can support AI with tools we already use.

We are open and have understood the boundaries of *<Generative AI product>* to contain the data in our remit and not in the public domain. We are getting interest and have started to explore some of the tools. The key is completing the data platform as this should be the engine that ignites the passion, readiness and validity for adopting AI and realising its true benefits.

We have invested in our infrastructure to have good foundations for further development of AI technology however work will need to be completed on the digital workplace to ensure that AI is used effectively across the organisation.

We have just developed an AI usage strategy and are looking at tools to capture meeting notes and actions also using sensors for damp, smart tech such as boilers but is just in pilot, proof of concept stage. An AI Tools Policy has also been produced recently.

We have limited use of AI currently so are ready with what we are already using or have tried in the past, more work is needed if we want to explore further use of AI in the future.

We've started the AI journey. Have an AI Board in place from governance perspective but as we're all learning something new and still comprehending full impact no more than Fairly ready. Massive jump to very ready. Technology wise we're there (Cloud etc) but mark reflects only 300 <Generative AI product> users and scaling up to more will be big challenge. Data wise we have too much of it and AI lifted lid on need to enforce retention, classification, access rules. We have started 90 day retention recordings and <Generative AI product> transcripts but lot of work to do. Data issue all the more complex by being a new unitary so inherited data baggage from legacy councils. That one remains, as ever, a journey. Currently reviewing what the new and improved Copilot Chat means for the organisation

### **Respondents who are mostly not very or not at all ready**

AI is new to us and we aren't mature in use of any of the tools. Currently drafting some guidance and reviewing and looking at Technology foundations and Data.

AI options are being offered by suppliers, but currently not taken up. We currently don't have a policy specific to the use of AI, only in terms of data security, which would apply to the use of our data by other parties.

AI readiness working group has been established since Autumn 2024.

AI solutions are still seen as an exploratory "gamble" versus other traditional methods in the bid for limited budgets.

Although there is broadly an appetite and recognition that there is a compelling reason for us to adopt AI - we have yet to implement policies and guidance on its

<p>use. Nor do we have a strategy for how we might incorporate in future design and delivery of our services.</p>
<p>Concerns around data security and data leakage. Proof of concept being developed for a limited number of users to test readiness and use of AI applications.</p>
<p>Currently the Council has no AI usage policy. A couple of existing cloud IT systems have AI built in and used, but there has not yet been a planned approach to its usage.</p>
<p>Currently the use of AI is restricted, due to the risk of privileged corporate knowledge being lost in to the AI platform, and redistributed without our control. If officers want to use AI, they need to present a business case, to the corporate governance team, demonstrating they understand the GDPR risks and controls required to keep us corporately in compliance. Going forward, once the corporate AI policy is published, and users have taken the required training, we will be able to open up access to AI more generally.</p>
<p>Developed a data ethics policy that contains guidance on use of AI tools and provides a governance structure for eventual use, but generally low awareness of AI beyond the theory and roll out of &lt;Generative AI product&gt; search. Different views of the impact of AI tools, in-place efficiency versus financial savings.</p>
<p>Discussed at senior level, messages out to staff, AI policy in place, pilots underway with some simpler tools.</p>
<p>Exploration.</p>
<p>Fairly Ready means that we have a good grasp of what is required and the relevant resources are in place, but that some additional work is required to maintain a level that is fit-for purpose.</p> <p>Not very ready means reflects that lack of resources (people, funding) rather than culture and mindset. Also reflects the fact that organisation-wide, there are other priorities that reduced the time that can be spent on this area.</p>

Not ready at all reflects that fact that whilst we have started to address this area, limited resources including projected access to resources over the next 6 months is likely to slow down the ability to move quickly.

I think generally, use of AI (especially generative) and attendant risks is not well understood.

It is early stages of assessment.

It is still early days and use of AI tools remains limited to specific pockets within the Council. We do have an AI usage policy which lays out acceptable use of such tools, but as this area is ever changing it is hard to keep up. We are still deciding where AI tools fit into the organisation (due to their cost) and are attempting to do this through pilots and early adopter programmes.

Just looking at AI for our website (bot) and voice automation so far, for 2025+.

Led by IT&D officers have developed the AI Strategic Framework that defines the council's approach to Artificial Intelligence (AI) aligned with priorities of the council. An excitement in the leadership team was created with this approach which starts with a 'learning and trialling' phase to understand and manage the risks and challenges before the council moves to the 'deliver and scale' phase in an iterative approach. As part of the trialling phase, the council has initiated several initiatives to understand more on benefits vs risks but overall we are in the early stages of AI adoption.

Lots of interest in the trend of AI but little to no knowledge of how it operates, its application, usage with existing systems and tech. No CRM or data management systems in place to ensure data is suitable for AI and no sandbox in place. However, as its the latest conversational piece and an expectation it will reduce overheads most employees are keen to lead programmes on AI but not suitably equipped or experienced.

Members and Snr Management fully supporting and encouraging use of AI. Wider organisation in the main open to AI and change, however, are mostly not skilled to use it independently (aside from developed solutions with good user interfaces). AI skills and expertise is predominately within a small, dedicated technology team. Infrastructure, is still mixed, meaning there will need to be ongoing future cloud

investment. However, where we are using AI, we're often leading in the space. We have a large programme of data work underway, which will place us in a very good position ahead, there's great ambition, though we're not in the advanced space currently. Our governance is mature, though there will be more to do as our data work advances.

Some proof of concepts / trials are underway. There is some awareness with pockets of knowledge and ability. The learning from the trials will be used to influence further rollout and adoption

Staff resources and finance are limited.

The Council has an AI policy to support the roll-out of AI technology.

The Council's AI journey is just beginning, two pilots have been initiated, and it is hoped that these will inform the Councils utilisation of AI moving forward

There is a strong desire to adopt but there is no structure to progress this. ICT lack capacity to evaluate at pace options and implications

There is a strong interest in the use of AI from some leaders - however this is driven by aggressive marketing by vendors - in particular <Generative AI product>, however this is without and understanding of the underlying data, skills and policy implications associated with managing AI solutions. Our <Generative AI product> trail has shown that the jury is still out on its usefulness despite the marketing and whether or not the additional licence cost doe copilot will generate any actual ROI

There is no one state of readiness across a large organisation, however we do have around 10% of the workforce using or exploring the use of <Generative AI product>, very active sharing of learning, and a move from basic admin tasks (notes from meetings) through to customer facing work (redrafting responses to complaints) and as an assistive tool for staff with specific needs. We have deliberately gone ahead known our technology, data and policies lag noted practice as we can't spend all our time "fixing the plumbing".

We are at the research and development stage for all AI.

We are in the process of implementing the foundational technologies and supporting security and compliance rules. In addition, we are focusing on the

<p>upskilling of staff across the organisation to be comfortable with using modern technology.</p>
<p>We are instating an AI governance board and have implemented AI policies that provide guidance on the safe use of AI. Still some work to do on data and staff readiness.</p>
<p>We are migrating our network drives to &lt;Platform name&gt; to enable &lt;Generative AI product&gt; functionality. We are developing an AI Strategy, for which there is support from a political and senior officer level. We are open to experimenting with AI technology subject to suitable governance and clear businesses cases.</p>
<p>We are now progressing various trials. Have a group set up to manage the requests of the trials and the outcomes. Promoting the use of &lt;Generative AI product&gt; across the council</p>
<p>We are only just exploring chat-bots and virtual agents. We are looking at &lt;Generative AI product&gt;.</p>
<p>We are refreshing our Information and Digital/AI Strategy this year in which we will revise our position on AI use to set out how it will be considered, deployed and developed in controlled circumstances to ensure compliance with GDPR and all ethical considerations.</p>
<p>We are still in the informational stages of our AI project to see where AI can be used to deflect queries made by residents. Currently mapping out business processes to understand customer journey. AI Policy in place and staff awareness and training provided on usage, risks, and benefits.</p>
<p>We are very early in exploring what AI means to us. We are finalising our policies on responsible and ethical use of AI.</p>
<p>We have a policy in place but have not considered the governance of our data regarding leakage. A small proof of concept is in place to understand the need and consider training and cultural requirements</p>
<p>We have taken a watching position as others develop the knowledge</p>
<p>We have applied an AI policy which restricts the use of AI, but full risk assessments of all the tools available is required along with technical controls to</p>

support this. A survey into who is using these tools and how has not yet been completed. We are in the very early stages of putting together an AI strategy.
We have concerns around data security with regards to the usage of AI tools. Any requests to use AI will be evaluated on the impact of data security and information governance.
We have started to develop some policies and process controls, but yet have not looked use cases or business cases for AI.
We need to focus on what the organisation might need before then proceeding to investigate real usages for AI. We are conducting a trial of <Generative AI product> early in 2025, and we are looking at new Call Centre Software and will be reassessing our channel capability; we may consider AI if appropriate and brings real benefit to providing services at the front end.
We still do not have an AI policy, usage guidelines or any AI Governance boards. We ran a report recently looking at AI use within the Council over the last 90 days and discovered a lot more use than expected. We are currently working with business partners to understand what, how and why service areas are wanting to use AI tools.
We understand we need to tag our data, generate policies and bring our organisation on a journey to transform the way we think about and utilise AI.
Whilst our data may be ready, the organisation culture, policies and procedures are far from ready. I would put this largely down to insufficient knowledge and understanding amongst SLT, along with unclear accountability and ownership for this agenda. I think this means there is no coherent strategy for the safe and secure deployment of AI, exacerbated further by substantial risk aversion.

**Table A6: To what extent, if at all, do you see the following issues as barriers or potential barriers when it comes to the procurement of AI tools or technologies? - Other answers provided**

<b>To a great extent</b>
Cost

Funding
Investment funding & internal resources
Lack of standards and best practice for use.
Lack of transparency
Long term financing
ROI, it's mostly about the money and cashable savings
The key barrier to the utilisation of AI is return on investment
<b>To a moderate extent</b>
Approach to wider public engagement
Budget
Clear guidance from central source
Data/Models: Understanding data sources and model training
Exponential growth of solutions
Flooded supplier market with very specific point tools vs tools that offer wider benefits when there is limited funding.
Fragmentation
Pricing and competition
Technical interoperability and compatibility
<b>To a small extent</b>
Understand what produces will make a difference and save time and money
<b>Don't know</b>
We are in the early stages of our AI strategy so there is much work to do to identify where AI would be most impactful.

**Table A7: Any other significant benefits realised by respondents from using AI**

<b>Benefits identified</b>
<p>A few less tangible things, firstly a sense of excitement the council is in the first wave of GenAI experimenters whereas we would probably usually see ourselves as followers, secondly a democratisation in that tools like &lt;Generative AI product&gt; allow anyone to be experiment, thirdly an increase in cross-departmental learning in sharing knowledge.</p>
<p>Early indications from &lt;Generative AI product&gt; is that there is significant service efficiency saving in administrative overheads associated with social care meetings.</p>
<p>Greater intelligence has been delivered, and generated new insights, for instance we've generated new data sets. For instance, estimation of EPC data, or processing text data and categorising and quantifying that data.</p>
<p>Individual efficiencies in day to day work.</p>
<p>It's very early days, so realised benefits to date are cost saving/avoidance, request to fulfilment reduction (time) and some staff efficiency (though low-scale currently)</p>
<p>Mainly around Chatbot for contact centre - &lt;Generative AI product&gt;.</p>
<p>Positive reputational benefit (communities, organisation, supplier/partners).</p>
<p>So far from trials the benefits realisation is there and can be seen. It can make huge changes and deliver amazing benefits to staff, org, residents but the biggest battle is the culture and finding the correct adoption method. Service redesign and working a different way. Biggest barrier is understanding the as-is and for that BA's need to be key.</p>
<p>Supporting meetings, particularly minutes and summation. Reviewing documentation, draft creations, improving work, research.</p>
<p>We do use RPA which has resulted in improved productivity and allowing staff to concentrate of complex tasks.</p>
<b>Too early to identify benefits</b>

<p>As a &lt;Generative AI product&gt; we can see benefits across the board BUT we're at the stage of quantifying these into a firm ROI model to justify both the £80k &lt;Generative AI product&gt; licence cost and more licences. Challenge is we can see staff are more efficient which frees up their time but that isn't a financial saving (still good as enables to do more and meet increased demand etc). Hard £ focussed on areas like contact centre reducing call times, key exec support staff getting back 90 mins a day etc. So benefits are there and across all depts. Next few months will identify ££s.</p>
<p>Currently exploring pilot areas. Benefits have been identified in all areas that have used it but it would not be accurate to say they have been realised.</p>
<p>Not applicable, we will be moving forward with proof of concept work in the next financial year</p>
<p>Not currently but are hoping to through this next year.</p>
<p>Not currently realised but hope to improve staff retention and reduce absenteeism i.e. easing the admin burden on Social Care staff. Hoping our planned pilots may help here.</p>
<p>The council has initiated several initiatives in the trialling phase but these have not delivered significant benefits as we are in the early stages of AI adoption.</p>
<p>This question is slightly unfair - I don't agree with the don't know option - it should be not yet.</p>
<p>Too early to know at this stage of our project</p>
<p>Used negligible benefits for many answers above, as for many instances we are using/trialling/exploring it is too soon to tell.</p>
<p>We are in the early stages of AI strategy and adoption project so cannot answer these questions</p>
<p>We are just starting on this journey.</p>
<p>We are just starting to understand and collate where this is happening, hopefully in another 3 months we will have more information</p>
<p>We are not using AI at the moment.</p>

We are still reviewing the benefits AI can provide so it is difficult to answer
We can see benefits and savings in all those categories, but it's too early to talk about Realised benefits. Update: still the same really - there is desire to get more out of AI, but the resources are not available.
We don't have enough data or feedback yet to answer the above question.
We have a number of projects in the pipeline that will likely deliver benefits but nothing we can quantify today.
We have a number of projects in the pipeline that will likely deliver benefits but nothing we can quantify today. It also depends if you include RPA in this category which is sometimes married with AI
We have not yet implemented AI, so no benefits have yet been realised
We have recently commenced a pilot of AI so not in a position to confirm benefits have been achieved at this point but will be over the next three months.
We haven't realised any benefits yet as we are on the start of our journey.

**Table A8: Details on how AI has been used to support specific functions**

<b>Corporate council use: HR, administration (meeting minutes), procurement, finance, cyber security</b>
Automation of administrative tasks (x 19)
Production of meeting notes (x 15)
Efficiency/productivity (x 11)
Cyber security (x 8)
Virtual agents/chatbots (x 5)
Decision making (x 5)
Document/content production (x 5)
Information/data searches (x 4)

Exploring uses (x 4)
Summarising documents (x 2)
Procurement (x 2)
Analytics in finance.
HR automation of starters leavers, audit, back-office tasks are all massive efficiency opportunities. It can fix data quality issues and gives the resident an enhanced fast service whilst saving money so can be a big player in preventative and predictive modelling.
Reduction in staff, resulting in savings. Suspect HR ultimately will be a highly reduced function going forward.
<b>Health and social care (adults)</b>
Efficiency/productivity (x 11)
Technology enabled care (x 6)
Prediction/prevention (x 5)
Automation of administrative tasks (x 4)
Case management (x 4)
Assessments (x 4)
Production of meeting notes (x 4)
Personalisation of care (x 2)
Case notes
Customer signposting and triage
Translation
<b>Advice and benefits</b>
Virtual agents/chatbots (x 10)
Customer services (x 3)

Assessing and processing claims (x 5)
Production of meeting notes (x 2)
Efficiency/productivity (x 2)
Accurate record keeping
As more customer products become available, we may wish to use these
I see many uses for AI in a customer services environment.
Support residents with accessibility, language, eligibility, application etc.
<b>Health and social care (children's)</b>
Efficiency/productivity (x 9)
Automation of administrative tasks (x 5)
Production of meeting notes (x 5)
Prediction/prevention (x 3)
Case management (x 3)
Document production (x 3)
Assessments (x 3)
Better personalisation of services
Translation
With integration to social care systems.
<b>Planning and building control</b>
Efficiency/productivity (x 4)
Consultation analysis (x 2)
Validating planning applications (x 2)
Digital planning
<b>Housing</b>

Smart sensors (x 2)
Assessing housing applications and other service user pathways
Potential AI solutions are emerging in housing
Self-serve
<b>Democratic services</b>
Production of meeting minutes (x 2)
Document production (including meeting papers) (x 2)
Research
<b>Licences, permits and permissions</b>
Deflection
Standardisation and speed of processing
Use of AI to deal with a majority of applications
<b>Transport and highways</b>
Digital Twin
predict traffic flows, calculate routes round incidents, analyse photo evidence e.g. for potholes
Smart streetlights, roads etc
<b>Community Safety</b>
Can help analyse community safety alerts, detect patterns of behaviour, possible facial recognition
CCTV
sentiment analysis, social media monitoring
<b>Environmental Protection</b>
Deflection

Increase use of AI and IoT to analyse incidents, photos, predict outcomes
<b>Leisure and culture</b>
Chatbot to answer event or leisure centre queries.
<b>Business and employment</b>
AI in data for our pathways to work scheme
<b>Schools and education</b>
In the SEND to summarise and query on the cases

**Table A9: Further information provided in relation to how AI has been used to support functions**

<b>Opportunities and benefits</b>
Adults is c.50% of our budget and largely unexplored with regard to AI, we are just starting a large programme of work in this space. Similarly, Children's is c.30% of budget; similar position, though requests from Children's is still in small pockets. Organisationally there's an opportunity and this is currently in planning stages.
Area of greatest spend is social care and business value realisation will be in this area and for better service and resident engagement. Housing is a core area for developing AI capabilities, especially complaints.
Clearly, there are identifiable benefits across all of these areas especially as there is a wide pool of AI technologies to choose from.
My response is somewhat disingenuous, given that any saving made in ASC or CSC will realise a greater benefit than in any other service as their spending is so much greater!
Reducing worker time on collecting and recording data, searching and reading through case notes, more accessible and timely insights, flags and alerts to manage and triage cases

Significant opportunities within the field of data analytics and intelligence and customer services

Thinking about themes / work functions rather than business areas, we see opportunities with:

- Administration
- Automating processes, freeing up humans for higher value work.
- First line contact with the public.
- Data insight
- Spotting patterns that humans cannot see, whether on business or social care.

We are looking to use AI to deflect queries made to the customer services team on chat, emails, and telephone initially.

We see all areas benefitting from AI, mainly through freeing up staff time to do the thing that really need humans, plus allowing better decisions at all levels to help us move from respond to anticipate

We see potential benefits across our service provision, as well as within our support service functions.

We see the benefits ranging from supporting staff, to helping services make decisions to interacting with the public across all departments and services

Where AI can improve the end to end processes, as opposed to just providing pockets of discrete efficiencies that do not integrate.

### **Opportunities and concerns**

AI has the potential to assist all council services, but there is a wariness around accuracy, hallucinations, and the maturity of the tooling available.

In my view, almost every function of local government has substantial opportunities for the use of AI, to both improve quality and deliver improved value for money. My concern is that local government lacks the requisite skills and leadership to capitalise on this opportunity.

There are multiple opportunities to benefit from AI, but the conversation needs to extend beyond <generative AI product> and <generative AI product>. Councils also need to understand the management of data and the underpinning technology and infrastructure required to deploy responsibly. More service specific solutions such as <generative AI product> now appear to offer greater potential than generic solutions

### Strategies for adoption

Biggest step for AI is to treat it differently to digitisation of services. We need to design around AI and its capabilities, adding human interaction where it adds value. A reversal of digitisation??

There are use cases in every category councils need to work together better to optimise

The council is actively exploring opportunities where AI can have the most significant impact, leveraging the established governance groups.

There will be lots of possible opportunities for us to utilise this technology across all areas of the council. We will need to focus on the areas of greatest value first to help tackle budget pressures and limited resources / recruitment and retention challenges.

We are at the start of our journey into discovering AI and what it might give us - we will not implement it until we know what certain benefits it will bring, that it will work as planned, and that it is safe and secure to use it

We are focusing the use of <generative AI product> and Digital Note taking on Adults, Children's and our administration/project management services, this is where we believe it will have the most value however it does not stop there, we want to see how AI can help in all areas of the council

We have a very large backlog of opportunities, too many to list, covering all services. For now, have focused on AI basics/large areas of opportunity

### Other comments

Difficult to expand further as we're building business cases which are yet to be agreed.

Our focus is improving on the personalisation to the individuals so that they have overall better personalisation to help improve their circumstances. It's doubtful it will lead to cost reductions in social care in any form, unless operational efficiencies for writing notes etc on cases, or summarisation. HR function, however, is likely to reduce overall, as is general business admin. For staffing anyway.

The organisations digital and data maturity levels currently make benefits difficult to articulate or realise.

We are in the early stages of AI strategy.

**Table A10: What, if anything, do you see as the biggest potential benefits to your council of adopting or further adopting AI? Other answers provided.**

Allowing skilled professionals such as teachers and social workers to get back to their core responsibilities and values e.g. talking and supporting rather than data management

Service design and processes

**Table A11: How are you seeking to mitigate AI risks?**

AI Governance Board and AI policy

Application of comprehensive AI Policies and Governance Framework

Creation of AI policy and governance boards to control how and when AI tools are procured and deployed. Some of the risks would be outside our council to mitigate alone (national security, election integrity, deepfakes etc.)

Develop robust digital and AI strategic and tactical plans to lay out what we need, why and how we deploy

Development of POC's over the next year and working with the LGA and SOCITM in relation to good practice

Development of workforce, internal governance controls and deeper understanding how AI technology operates.

Engaging with local government and technology groups to adopt noted practice

Following government guidance - GOV.UK <Generative AI product> is likely to make it easier to access files with incorrect permissions, exposing existing data breaches. Many believe data permissions are not managed well by business admins currently with delegated responsibility, i.e., if someone moves with the authority they are not always updated. This responsibility will be regularly re-enforced through communication to increase compliance. Also, <Product name> sensitivity labelling is being introduced on the authority's data.

In principle these should policy but at the moment we do not have active mitigation in place - however in policy we will make an AI impact assessment a requirement and implement standards such as the governments transparency recording standard

Internal research, collaboration with other local authorities, corporate learning and development materials.

New technologist focussing on <Platform name> and <Generative AI product>, clearer guidance regarding procurement, staff engagement and roll-out of <Generative AI product>, Ethics review for front-facing applications.

Refocusing of AI adoption to being business led rather than IT driven, supporting business AI initiatives, providing guiderails and active engagement with business decision makers.

Still reviewing options, would depend on individual circumstance

Through rigorous governance and adapting gateways for sign-off criteria on new tech/AI development. Increased training and awareness raising on safe and secure use of AI

Too early to say

Upskilling staff in digital and data literacy. Introducing clear policies on the use of AI, openness and transparency with residents on the use of data and AI and ensuring staff follow data protection requirements. We are engaging with residents to understand how they view our use of data and AI. Disproportionality and data quality are considered in every piece of data analysis and we are developing our IT infrastructure to handle big data and AI.

With AI Usage Policy drafted for staff, we are defining guidelines for the safe and ethical use of AI tools aligned with national guidelines and standards. We have also conducted preliminary user research on residents' perception of using AI-based products and captured their views on risks and opportunities. Data ethics workshops have also been run to create principles and guidance for the ethical use of data and AI

With policies, training and a council-wide communication plan. This will also need to extend out to residents so we're clear in how we're applying AI solutions to resident facing processes.

**Table A12: Existing boards being used to manage AI risks**

Digital Strategy Board (x 2)
Combination of project board and information governance board being used
Cyber / Solution / Technical Design Authorities, Forum Information Governance & Assurance
Cyber Security Board
Cyber Security Strategy Programme Board
Data and AI Governance Board
Data Information Governance Board
Digital transformation
ICT Governance Board
ICT Strategy Board

In terms of existing Boards, we have an AI steering group which sits under our Assessment Programme Board gateway
Information Governance Board for Officers, Corporate Governance for Councillors
Information Governance Group
Information Governance Working Group
Information Management and Information Governance board
Internal ICT board
IT Steering Group
Our Head of IT chairs our AI Governance Board attended by HR, IG and Directors.
Resident Experience & Digital Board; Security Board
This area is currently reported through the Council's Compliance Assurance and Risk Board and the Digital Technology Board
Transformation governance, IT governance and management board as well as service leadership teams all taking an interest and action and Corporate Information Governance group
We have an existing Cyber and Info Security group where AI has been discussed

**Table A13: Existing policies and processes being used to manage AI risks**

A specific AI acceptable use policy is being developed, and an AI specific project assessment form is now in use
Active working group working towards AI Assurance Framework
AI Guidance for Staff
AI usage guidance
Ethical consequence scanning
Staff awareness briefings undertaken. Training, skills and innovation (developing user cases / GenAI specific) programme to commence Q1 2025

**Table A14: Answers provided for any other support that might be useful when considering the use of AI in respondent’s organisations**

<b>Knowledge sharing</b>
A list of people in other < council type >s implementing AI so we have someone to reach out to
A local authority community where feedback on the impact and use of AI as it develops could be shared and feedback on AI provided by suppliers. AI use case examples.
Co-development/detailed sharing of AI initiatives.
Knowledge Sharing: Access best practices and learn from successful AI implementations in other local authorities. High-value use cases can inspire our own AI initiatives.
More information from the LGA
Real use cases with evidence - we have spoken to a number of councils and many are struggling to make a real case or demonstrate that AI has actually made real live savings - some vendors are playing us off against the others and making claims which cannot be substantiated
Sharing of use cases and policies.
There is a lot of collaboration and sharing already happening within a lot of areas yourselves included it just needs to be joined up
<b>Guidance</b>
Best practice guides and examples of use in LAs
Good practice policy frameworks for AI
Possibly guidance or similar on engaging with residents on how AI is being used based on building trust and working with transparency.
Standard models of how to use AI to assist universal council processes. Such as a taxi license

Support including best practices
Support on governance and risk management.
When and how to use AI safely. How to vet suppliers offering AI services
<b>Access to funding</b>
Funding (x 2)
A funding pool for collaboration. Each council does not have to repeat what other councils are doing. We will go further if we work more collaboratively.
Development funding and capacity!
Funding for AI initiatives
Funding from central government
Local Digital funding focused on AI that has a longer time frame to enable results to be and shared well
<b>Training</b>
AI skills programs.
Data ethics and information governance training. AI training to understand where it can have benefit.
e-learning package - an introduction to AI
I think it's useful to have academic experts as well as other industry experts in safety environments, as to how they deal with the technical challenges they face. If we go for training support offers for officers and members. It should be by actual experts, lots of people claim they are experts but do not appear to be!
Skill and training for staff.
Specialist sessions expanding on deep AI systems for technically trained attendees. Provision group on service design and AI incorporation in OS systems either embedded or complimentary. Raising the bar rather than everyone seems to be working with AI when they are not, they simply using OS macros.

### Other comments

A pan public sector arrangement with companies such as <Organisation name> to ensure we are all not doing individual agreements, negotiating and buying on different terms and arrangements.

A set of standards for suppliers

Anything that can support and help in the adoption. We have a duty to provide the best care and support to our residents and we should use this opportunity in AI to do just that.

Community Participation: Engage residents through broader community forums or consultations specifically focused on AI-related services. Their insights would be invaluable. Safe Experimentation: Establish approved testbeds or sandboxes for experimenting with AI solutions. These controlled environments can allow us to test and refine AI applications before full deployment.

Data readiness exercise and support including best practices.

I think it's useful to have academic experts as well as other industry experts in safety environments, as to how they deal with the technical challenges they face.

Practical user-governance (policy in reality).

Signposting to trusted suppliers

**Table A15: Comments on the use of AI in respondents' council or in local government more generally**

### Concerns around safe deployment

As exciting as AI becomes, we should maintain a delicate balance between its opportunities and the associated risks and ethical considerations. Our data ethics workshops have defined three guiding principles: Transparency, fairness, and accountability. These principles should serve as guidance for local government AI strategies. It is also important to understand AI risks—both technical and legal aspects—and proactively develop risk frameworks and contingency plans.

Additionally, prioritising secure, high-quality data management is essential for effective AI solutions.

Due to the complexity and risks of AI a body of experienced professional such as Academics, Private Sector and useful, verifiable bodies such as <Regional Group Name> meeting quarterly to discuss topics with key experts from LAs to inform, comprehend and agree on funded programmes of AI in Pan <Region name> programmes to provide beneficial programmes for the residents and business LAs serve. Currently it appears everyone wants to be involved with AI as its trending without any knowledge of the damage it can do, to organisations and individuals' privacy particularly if it's able to access sensitive data abusing the purpose/reason given for gathering/holding the data.

I believe there is a risk that councils all try to develop AI inhouse at great expense, with low return and significant risk. The lessons from digital and transformation suggest that the most effective model will be to work with partners who build AI into their products to make AI a consumable which you learn to expertly use, rather than something you develop yourself.

It has the capacity to change how we do business and drive efficiency but needs careful oversight. We are early in the process and developing policy.

It's still just a promising journey and not a silver bullet, yet! Getting users engaged is really hard.

Over the past few months there has been greater awareness of AI and its impact within the organisation senior leadership team and councillors, business units are moving at pace with AI adoption, which creates a risk of point solutions which is being mitigated through the idea of AI centre of excellence, the establishment of AI governance framework, refocusing of the AI working group.

Provides an excellent opportunity to coalesce around set solutions to shared issues but the market is dangerous - legacy suppliers developing their own tools and a multitude of aggressively marketed tools will harm the momentum as we all test different solutions. LAs will be harmed by AI if they try and pretend it doesn't exist!

There needs to be more emphasis on AI controls/governance in public sector procurement/suppliers. Several suppliers are now incorporating "AI" tooling into their products, with little ability to opt out, and there is a data security concern. There needs to be more transparency by suppliers on how and when customer data is being used to train their models.

we don't use it. we might, depending on use case and desire. strong push by Members to have people answer the phone and email queries, not robots.

We have NOT deployed any AI functionality as yet - the plan is to study available tools, review use cases and restructure/reengineer processes for maximum advantage

### **Local circumstances**

A small authority the pace of direction of travel far exceeds capacity. We have individuals who want to be early adopters, but we have not got chance to evaluate implications and consider an operational framework that takes account of security considerations etc. Local Government Reorganisation is likely to be a considerable distraction

As mentioned previously, <Council name> are at the beginning of its AI journey, having sight of other used cases that have been successful in a local government environment would be beneficial. It is envisaged that the two pilots that are currently being run will provide insight into the challenges that are faced and the benefits that can be realised.

On question 8, we answered that we were not currently paying external suppliers for the provision of AI tools or technologies, nor in the process of procuring this. This answer was intended to reflect the position on AI tools specifically. But we wanted to add the caveat that some of our other tech may have AI-based nuts and bolts, e.g. Microsoft Outlook likely uses AI tech in handling our (and everyone's) emails.

Our 2025 strategy explains that digital innovation will continue with existing tools (<Generative AI products>) while the use of AI is researched and specific use cases / business cases developed for potential implementation in late 2025 / 2026.

Very early days

We are beyond the start of our journey with AI and will see real momentum over the next year with deployment of standalone AI tools to assist officers and embedded AI as part of our core services, two key ones mentioned in the answers to questions here being Customer Experience (One Digital Front Door), and Technology Enabled Care. We are committed to using AI as a Council, but will ensure all possible steps are taken to minimise any risks by ensuring proper governance, usage policies, and testing are in place wherever it is used.

We primarily use packaged SaaS solutions from our suppliers. We are therefore in their hands when it comes to adding AI capabilities. The larger suppliers should be encouraged to introduce AI to areas such as Housing Benefit, Council Tax, and Homelessness to speed up assessments and improve efficiency and reliability.

### **Funding issues**

A large volume of priorities and lack of resources means that there is little time to explore and develop AI.

Exciting opportunities for local government. A changing field that is going to require investment and resource. Currently whilst the opportunity is there we are largely being asked to do this on existing resource and budget due to the financial position of local authorities.

Funding is the main issue, there is very little for innovative technology, we are funded and resourced "to keep the lights on" not for service transformation programmes and projects. Pilots have not been successful due to resource issues, trying to undertake pilots as well as doing day job, even if have secured grants to fund them. Funding for technology (licences) not for resources to implement and embed culture change needed to ensure successful adoption.

The cost of acquisition for secure public sector or organisational specific AI capability is currently prohibitive. There are obvious benefits that can be derived from the use of AI, however councils have very limited resources and budget to embrace AI as a technology. There are also concerns from staff and residents on

the appropriate use of AI and the potential negative impact AI may have on residents and staff if implemented in certain use cases or ways

This is an ongoing journey but in times of financial hardship we need to manage the expectations - many of the claims for solutions such as co-pilot are hard to evidence

### **Need for guidance**

It would be useful to start deeper considerations on job displacement; not only reskilling the current workforce but importantly setting up Local Government for success with future AI-skilled workforce succession.

We seem to have two approaches the risk adverse and the more relaxed, we need to ensure risk is managed appropriately across the sector. Use of AI internally is a lot less risky than with the public. We should encourage organisations not to block AI but issue proper guidance to staff for both in and out of work

### **Other comments**

I think councils are in a difficult situation - there is huge pressure from suppliers trying to sell AI into organisations, AI is here but there has been little time for councils to get to grip with it and little national guidance

Should approach co-developed gov AI solutions for legislative areas (where we're all delivering to the same requirements).

We're looking to establish an AI Assurance Framework so that it captures all the necessary details within the organisation. I would say that in trying to reach this Assurance Framework is probably revealing how poor some communication is across channels that should already exist. Because of pressures on budgets, a key theme that is coming up is very specific to how training and provision of training was done years ago. Colleagues with more years of experience continually reference restrictions on the internet and mandatory training and guidance, which has not appeared and appears to be assumed that people understand the tools. As previously stated to colleagues at the LGA - we're not necessarily getting the level of assurance from some of the providers we would expect. I'm waiting over a month to hear from <Provider name> on the manual Q and A they have performed

in our industry (which I'm assured has happened!). It does feel like we are currently offering some tools at the minute just to mitigate the risks of shadow AI, which speaks highly of pressures across the business to be productive. Managing and balancing risk and security is increasingly the view. An LGA decision / discussion on note takers would be helpful we're currently blocking a lot of them, but it's becoming increasingly apparent they keep popping up! A note on Agentic AI applications, a broader piece probably should start considering a wider health impact assessment - I can certainly see this technology removing significant amounts of tasks from the business which may result in wider job losses.

Would be great to be part of any trial, collaborate, be part of or see use cases, repeatable solutions are great to get started and adopt.

# Annex B

## Questionnaire

### Local Government: State of the Sector: AI

#### Welcome

This survey explores Artificial Intelligence (AI) in English councils. It provides a chance for councils to highlight where they are realising benefits from using AI, and also where they see risks and challenges. The survey asks about:

- AI readiness, including consideration of governance arrangements, policies in place and other approaches to ensure responsible deployment
- AI adoption
- AI supply chain
- AI benefits and opportunities
- AI barriers and risks
- AI support requirements.

All responses will be treated confidentially. Information will be aggregated, and no individual or authority will be identified in any publications without your consent. Identifiable information may be used internally within the LGA (with personal information removed) and will be held and processed in accordance with our **Error! Hyperlink reference not valid.** We are undertaking this survey to aid the legitimate interests of the LGA in supporting and representing authorities.

## Completing the survey

You can navigate through the questions using the buttons at the bottom of each page. Use the 'previous' button at the bottom of the page if you wish to amend your response to an earlier question.

If you stop before completing the return, you can come back to this page using the link supplied in the email and you will be able to continue where you left off. To ensure your answers have been saved, click on the 'next' button at the bottom of the page that you were working on before exiting.

We are asking for one response per council, however, AI is an issue that cuts across many council functions and services. We understand that you may not know the answers to all questions, so please answer to the best of your knowledge and use the 'don't know options' if necessary. You may also need to consult with colleagues before responding, and a PDF of the questions is provided below to help with this.

If you would like to see an overview of the questions, or to share them with colleagues before completing the survey online, you can access a PDF here:<link>

Please complete or update the details below.

If you are responding on behalf of more than one authority please note this in the 'authority' box below, but please check with us first whether a separate return is needed for each authority.

Name \_\_\_\_\_

Authority \_\_\_\_\_

Job title \_\_\_\_\_

Email address \_\_\_\_\_

## Definition of AI

The Government defines AI as: *'The theory and development of computer systems able to perform tasks normally requiring human intelligence, such as visual perception, speech recognition, decision-making, and translation between languages. Modern AI is usually built using machine learning algorithms. The algorithms find complex patterns in data which can be used to form rules.'*

(November 2023, Introducing the AI Safety Institute.)

Examples of AI deployed include: perceptive AI such as systems that recognise faces and fingerprints, or try and analyse images, audio or video; predictive AI, such as systems that try and make a prediction about an outcome for an individual, or try and assign people to appropriate service or system; generative AI such as systems that generate text or images, such as ChatGPT and DALL·E; or simulation AI, such as digital twins and agent based modelling.

## **SECTION 1: AI Adoption**

**Corporate usage (defined as the adoption of AI enabled technologies by the council either in business function or in service delivery, for example Microsoft 365 co-pilot or AI-powered chatbots in call centres)**

1. Which of the following statements best describes your council's current use of AI capabilities?

- Level 1: The council is not currently using or exploring AI capabilities
- Level 2: The council is at the beginning of its journey in terms of working with AI
- Level 3: The council is developing its capacity and capabilities around of AI
- Level 4: The council is making some use of AI, exhibiting good practice and incorporating guidance from expert organisations
- Level 5: The council is innovative in its use of AI and is considered a leader among its peers
- Don't know

***If you answered 'Level 2' or above go to Q1a, otherwise go to Q1b***

1a. In what year did your council first deploy AI?

*Please select an approximate year*

- 2024
  - 2023
  - 2022
  - 2021
  - 2020
  - 2019
  - 2018
  - 2017
  - Pre-2017
  - Other (please specify below)
- 

1b. In what year do you anticipate that your council will start to deploy AI?

*Please select an approximate year*

- 2024
  - 2025
  - 2026
  - 2027
  - 2028
  - 2029
  - 2030
  - Post-2030
  - Other (please specify below)
- 

- No plans currently in place

***If you answered 'Level 1' to Q1 please go to Q5, otherwise go to Q2.***

2. Which of the following types of AI, if any, has your council adopted?

*Please select all that apply*

- Perceptive AI, such as systems that recognise faces and fingerprints, or try and analyse images, audio or video, for example in the analysis of consultation responses or identifying car registration plates in the prevention of fly tipping. This includes sensing AI such as remote or continuous sensing through smart sensors.
- Predictive AI, such as systems that try and make a prediction about an outcome for an individual, or try and assign people to appropriate service or system, for example predicting an outcome in services or assigning an adult social care treatment pathway.
- Generative AI, such as systems that generate text or images, such as ChatGPT and DALL:E
- Simulation AI, such as digital twins and agent based modelling.
- None of the above

2a. Please provide more detail on any tool/s utilised

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3. In what functions, if any, has your council utilised AI capabilities, even in an exploratory capacity?

Column headings:

- Function - Please select all that apply
- Please provide more details on how it has been used to support the function

Row headings:

- Democratic services
- Advice and benefits
- Business and employment
- Community Safety
- Environmental Protection
- Health and social care (children's)
- Health and social care (adults)
- Housing
- Leisure and culture
- Licences, permits and permissions
- Planning and building control
- Schools and education
- Transport and highways
- Corporate council use: HR, administration (meeting minutes), procurement, finance, cyber security

4. Is your council developing AI tools in-house?

- Yes
- No
- Don't know

4a. Please provide more details:

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## Individual usage of AI

5. Which of the following most closely reflects your council's AI usage policy for corporate devices? (For example, generative tools such as Chat GPT etc.)

- AI tools are banned on corporate devices
- AI tools are permitted on corporate devices
- AI tools are permitted on corporate devices depending on service need
- Council does not have an AI usage policy for corporate devices
- Other (please specify below)  

---
- Don't know

5a. Which of the following AI tools are blocked and which are permitted?

*Please select one option per row*

Column headings:

- AI tool
- Blocked
- Permitted without conditions
- Permitted with conditions
- Don't know

Row headings:

- Text generation tools (like large language models such as Chat GPT)
- Image generative tools (such as StyleGAN)
- Audio generation tools (such as WaveNet)
- Video generation tools (such as Synthesia)
- Open source coding generation tools (such as Vertex AI)
- Open source data analysis tools – such as Python, PyTorch and R.

## SECTION 2: AI Readiness

6. Overall, how ready, if at all, is your council for adopting or continuing to adopt AI?  
*(By this we mean the extent to which your council's culture, workforce, technology, data, and policies and procedures are ready to support the safe and secure deployment of AI.)*

Column headings:

- Very ready
- Fairly ready
- Not very ready
- Not at all ready
- Not considering AI
- Don't know

Row headings:

- Institutional culture (e.g. leadership, receptivity to change)
- Workforce (e.g., skills, knowledge, expertise)
- Technology (e.g., infrastructure, software, cloud)
- Data (e.g., availability quality, storage)
- Policies and procedures (e.g. governance frameworks and risk management)

6a. Please use the box below to explain more about your state of readiness.

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### **SECTION 3: AI Investment and Spending**

7. Thinking about your council's investment in AI, how has spending changed in the last five years?

*Please select one option per row*

Column headings:

- Area
- Increased
- Decreased
- Unchanged
- Don't **know**

Row headings:

- Infrastructure
- Applications
- Capabilities (staff or contractor)
- Training
- Data foundations
- Frameworks, guidance and governance

***If you answered 'Level 1' to Q1 please go to Q9, otherwise go to Q8.***

8. Is your council currently paying external suppliers for the provision of AI tools or technologies, or in the process of procuring this?

- Yes
- No
- Don't know

8a. To what extent, if at all, do you see the following issues as barriers or potential barriers when it comes to the procurement of AI tools or technologies?

*Please select one option per row*

Column headings:

- To a great extent
- To a moderate extent
- To a small extent
- Not at all
- Don't know

Row headings:

- Project scoping: Understanding where AI can add value.
- Market intelligence: Understanding who is a trusted partner.
- Scoping requirements: Understanding how AI is embedded in a product.
- Evaluation: Understanding how to evaluate solutions.
- Other

9. Which of the following most closely reflects your council's AI supplier policy?

- Suppliers are required to declare if they are using AI in the delivery of goods/services to the council or residents.
- Suppliers are not required to declare if they are using AI in the delivery of goods/services to the council or residents, but it is informally discussed.
- Suppliers are not required to declare if they are using AI in the delivery of goods/services to the council or residents.
- Don't know.

9a. Thinking about all of your council's current contracts, approximately what proportion would you say are using AI to deliver goods/services to the council or residents?

- All/almost all
- Most
- Some
- A few
- None
- Don't know

***If you answered 'Level 1' to Q1 please go to Q11, otherwise go to Q10.***

## SECTION 4: AI Benefits and Opportunities

10. Please tell us where, if at all, your council has realised benefits from using AI and where benefits have been negligible (if applicable):

*Please select one option per row*

Column headings:

- Realised benefits
- Negligible benefits
- Don't know

Row headings:

- Managing demand/backlogs
- Staff productivity
- Service efficiencies
- Service user outcomes
- Cost savings
- Income generation
- Recruitment
- Resident engagement
- Product and/or service development
- Decision-making

10a. If your council has realised any other significant benefits from using AI, please briefly describe this in the box below.

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## SECTION 5: AI Benefits and Opportunities

11. Please select the three functions where you see the greatest AI opportunities for your council

Column headings:

- Function
- Please select three functions
- Please provide more details on how you think it could be used to support this function.

Row headings:

- Democratic services
- Advice and benefits
- Business and employment
- Community Safety
- Environmental Protection
- Health and social care (children's)
- Health and social care (adults)
- Housing
- Leisure and culture
- Licences, permits and permissions
- Planning and building control
- Schools and education
- Transport and highways
- Corporate council use: HR, administration (meeting minutes), procurement, finance,
- No potential opportunities

11a. If you would like to provide further information you may do so here:

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12. What, if anything, do you see as the biggest potential benefits to your council of adopting or further adopting AI?

*Please choose the top three*

- Managing demand/backlogs
- Staff productivity
- Service efficiencies
- Service user outcomes
- Cost savings
- Recruitment
- Resident engagement
- Product and/or service development
- Decision-making
- Other (please specify below)

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No potential benefits

13. To what extent, if at all, would testbeds and examples of use cases be helpful in understanding the potential benefits and opportunities of AI in a local government context?

Column headings:

- To a great extent
- To a moderate extent
- To a small extent
- Not at all
- Don't know

Row headings:

- Testbeds\*
- Use cases

\*Testbeds provide environments to support development of real-world applications of AI that are robust and trustworthy

14. Would you be willing to develop a use case for sharing publicly and/or with other councils?

- Yes
- No
- Don't know

## SECTION 6: AI Barriers and Risks

15. In your view, what are the biggest barriers to your council in deploying AI?

*Please select the five biggest barriers*

- Lack of staff capacity
- Lack of staff capabilities
- Lack of senior leadership buy in
- Lack of political leadership buy in
- Lack of data infrastructure
- Lack of digital infrastructure
- Lack of testbeds and sandbox initiatives
- Fears of cyber threats
- Tracking its impacts
- Lack of clear standards/regulation
- Lack of sufficient governance (including AI policy)
- Lack of funding
- Lack of clear use cases
- Lack of suitable suppliers
- Lack of supplier transparency
- Concerns regarding resident trust
- Don't know

16. To what extent, if at all, do you consider each of the following to be an AI risk?

Which AI risks, if any, are you actively seeking to mitigate?

Column headings:

- To a great extent
- To a moderate extent
- To a small extent
- Not at all
- Don't know
- Seeking to mitigate

Row headings:

- Cyber security
- Regulatory compliance
- Personal/individual privacy
- Explainability of how AI technologies work
- Transparency of suppliers
- Organisational reputation and resident trust
- Equity and fairness
- Workforce displacement
- Physical safety
- Contestability and redress from residents
- Contestability and redress from suppliers
- National security
- Electoral stability: security and integrity
- Lack of IT capabilities
- Low level of broader workforce skills

16a. How are you seeking to mitigate?

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17. Which policies and processes, if any, do you have to manage AI risks?

*Please select all that apply*

- A specific AI policy (if yes, please share the link)  

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- A specific AI ethics board
- A data ethics board
- Existing boards (please give details)
- Existing policies (including information governance, data protection etc.)
- A Senior Responsible Owner
- Resident engagement
- Additional AI powered cyber security monitoring
- Councillor training and skills development
- Staff training and skills development (information governance, legal teams etc.)
- Quality Assurance processes
- Other (please specify below)  

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- None of the above
- Don't know

## SECTION 7: AI Support

18. Thinking about possible AI support, which of the following, if any, would you or your council find helpful?

*Please select all that apply*

- A 'useability framework' focused on identifying AI risks and opportunities and opportunities and supporting the identification of appropriate governance approaches.
- A maturity self assessment tool
- Training support offer for officers and members
- A community of practice on the development of AI tools in-house
- A set of use cases specific to local government
- A set of explanatory guides on different types and applications
- A local government AI conference

19. Please use the box below to indicate any other support that might be useful when considering the use of AI in your organisation.

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20. If you have any final comments on the use of AI in your council or in local government more generally, please use the space below:

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Once you press the 'Submit' button below, you will have completed the survey.

Many thanks for taking the time to complete this survey. You are in control of any personal data that you have provided to us in your response. You can contact us at all times to have your information changed or deleted. You can find our full privacy policy here: [click here to see our privacy policy](#)



**Local Government Association**

18 Smith Square

London SW1P 3HZ

Telephone 020 7664 3000

Fax 020 7664 3030

Email [info@local.gov.uk](mailto:info@local.gov.uk)

[www.local.gov.uk](http://www.local.gov.uk)

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