



**ukgovcamp**

**Session: 3**

**Room: Committee Room 2**

**Session title : Using AI effectively & Cloud AI & AI Transcription and Planning Applications in AI**

**Session leader : Stuart & Katie & Polly**

**Volunteer to continue conversation after :**

Notes taken by : Nick Hill

### Notes

AI transcription tool Minute - where is it up to?

Hippo - 25% care leavers didn't have English as first language.

Under 18, State is their corporate parent.

Used Microsoft Co-Pilot to translate.

Using AI to sift through records/files - Cabinet Office

District Nurses used to manage visit schedule/routes etc.

What is AI? Means different things to different people.

Setting expectations to govt.organisations around what AI is and can deliver.

Use of AI has resulted in good outcomes but has not delivered them.

Developers use it to test code = AI use case.

AI can support the expert but shouldn't be used by non-experts

Document Review and Analysis with correct prompt and assumed role for output

Issues with LLM and AI - West Midland Police - there is a danger that safe & good tech is lumped in with the bad and then there comes distrust all.

Creation of an ontology of AI and LLMs that then creates different "assurances" for different models.

The issue of Technofeudalism was raised towards the end of the session. Technofeudalism describes a modern economic system where technology companies exert power similar to feudal lords, controlling digital platforms and data, and creating dependencies among users and smaller businesses.

Another Risk is the AI platforms will not always be there - alot being invested.

ChatGPT blog post from notes above/below

## **AI in Public Services: Where Are We Really Up To?**

## **Introduction**

Artificial Intelligence is no longer a future concept in government. It is already embedded across policy, operations, and frontline services. However, a fundamental question remains unresolved: what do we actually mean by AI, and what should we realistically expect it to deliver?

Without a shared understanding, expectations become distorted — leading to both over-selling and under-using one of the most powerful tools available to councils.

## **What Do We Mean by AI?**

For some, AI means tools such as Microsoft Copilot or ChatGPT. For others, it refers to robotic process automation, predictive analytics, or machine-learning models. In practice, most AI in local government today is assistive automation rather than autonomous intelligence.

This distinction matters. AI is most effective when it supports professional expertise rather than attempting to replace it.

## **Supporting Professionals, Not Replacing Them**

AI works best when it augments expert judgement. Developers already use AI to test code and identify edge cases while remaining accountable for outcomes. The same principle applies across council services — AI should be a co-pilot, not the pilot.

## **Accessibility and Inclusion**

Recent care-leaver data highlighted that 25% of care leavers did not have English as their first language. For young people under 18, the State is their corporate parent, which creates a clear responsibility to communicate effectively.

Using tools such as Microsoft Copilot to translate communications removes barriers while preserving safeguarding and accountability.

## **Document and Record Review**

Central and local government teams are increasingly using AI to sift large volumes of policies, correspondence, and case files. When supported by clear prompting and defined roles, AI becomes a practical document review and analysis tool that saves time while improving coverage.

## **Operational Efficiency**

District nursing and community services have long managed visit schedules manually. AI-supported optimisation now assists route planning, reducing travel time and improving service coverage.

## **Setting Realistic Expectations**

AI delivers good outcomes — not magic outcomes. It excels at summarisation, classification, drafting, and retrieval, but remains limited in contextual judgement and ethical decision-making.

## **Where We Are Now**

Local government is past experimentation but not yet at transformation. AI currently sits in its augmentation phase — quietly improving productivity, accessibility, and consistency when applied with care.

## **Conclusion**

If councils invest in governance, skills, and realistic expectations, AI will not replace public servants. It will make them more effective, more informed, and better able to focus on what only humans can do.

