

AI in Practice

Clair Hayward

Commercial Lead, Crown Commercial Service (CCS)

Tony Ellis

Service Director for IT, Buckinghamshire Council

in

DigiGov Expo



DIGIGOVEXPO

SESSION BY



Crown
Commercial
Service



AI in Practice: Enabling Public Sector delivery

Speakers

Clair Hayward
Commercial Lead,
Crown Commercial Service

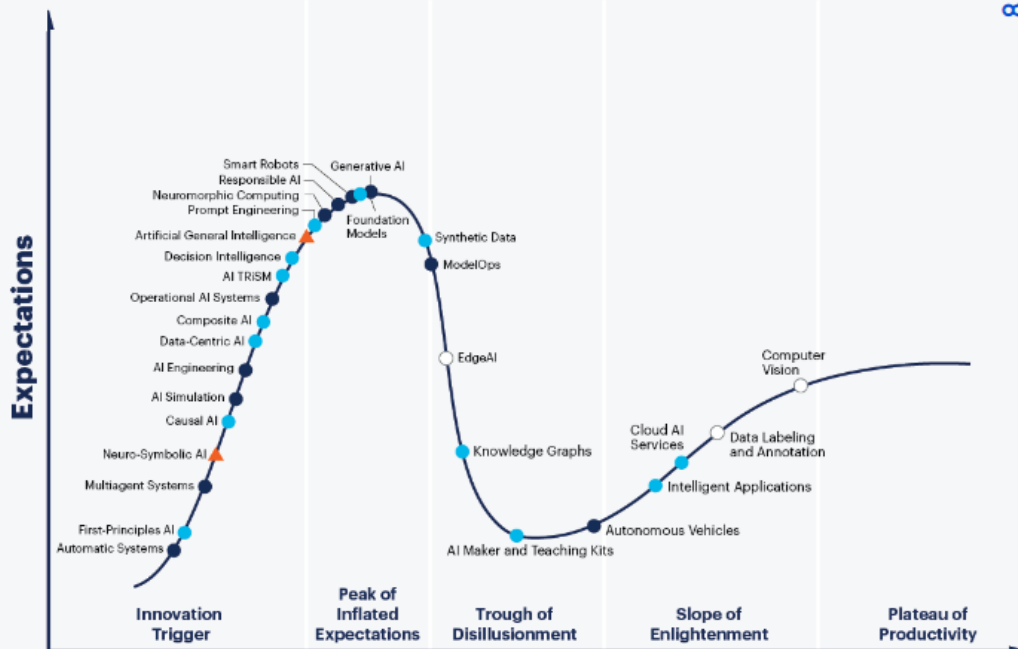
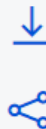


Tony Ellis
Service Director for IT
Buckinghamshire Council



LLMs are just a small part of the AI Hype Cycle

Hype Cycle for Artificial Intelligence, 2023



Plateau will be reached:

- less than 2 years
- 2 to 5 years
- 5 to 10 years
- ▲ more than 10 years
- ⊗ obsolete before plateau

As of July 2023

[gartner.com](https://www.gartner.com)

Source: Gartner
© 2023 Gartner, Inc. and/or its affiliates. All rights reserved. 2079704

Gartner

Peak 'Hype' presents challenges in a fast moving market

Market Hype manifests in

- around 12 different Large Language Models (LLMs)
- each LLM tuned multiple times for different use cases
- multiple commercial approaches, dependent on use case and market power

Common challenges to overcome

- data ethics
- intellectual property (IP) infringement
- privacy and data security
- our rights and freedoms
- securing a competitive marketplace
- sustainability and social value



CCS is supporting the UKPS as it navigates an emerging market in peak 'hype'

- working with the Central Digital and Data Office (CDDO)
 - HMG Gen AI Framework
 - HMG AI Adoption Project
 - “solve once, use many”
- Memorandum of Understandings to leverage ‘One Public Sector’ approach, irrespective of route to market
- routes to market to procure AI software and services



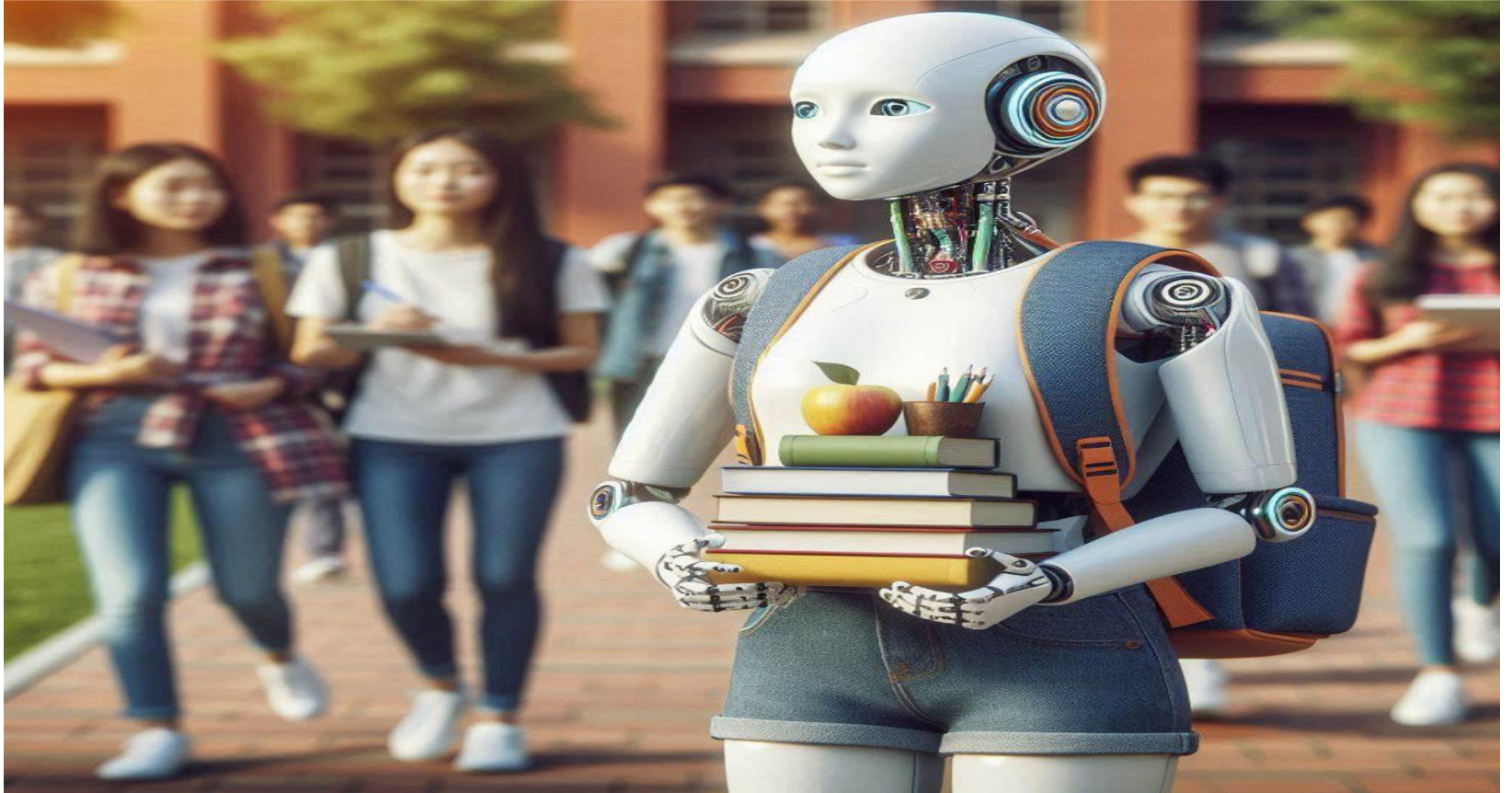
Buckinghamshire Council Microsoft M365 Copilot Story

Tony Ellis

Service Director IT



Copilot 365, school report



A train strike changes everything

May 2024

- Grade C

Show signs of brilliance but needs greater consistency and must pay greater attention to detail. Can still be infuriating at times but that, in part, reflects everyone is still learning and that includes Microsoft. Must do better to justify investment.

Sept 2024

- Grade B

Has responded well to the challenge. Now consistently works at a higher level. Can still be very frustrating but feels like a major step forward has taken place. It's clear there's far more to come. Needs to keep on improving & demonstrate clear cashable benefits.

It All Starts with Governance

We set up an AI Governance Board chaired by a Corporate Management Team (CMT) Director

- the AI Board is needed to provide strategic oversight, assurance, and guidance for the deployment and management of AI technologies within the council.
- the AI Board will ensure full transparency with our residents and partners e.g. DPIA, website updated
- Foundation principles:
 - no business decision solely made based on AI
 - human vetting and checking is critical (it does get it wrong)
 - AI Attribution for transparency
- extra challenge. Buckinghamshire Council is only 4 years old (in April 2024). Previously 4 Districts and 1 County.

DRAGONS DEN

Copilot AI pitching competition

20 November 2023

Gateway

9:30am to 11:30am

**This is your chance to
WIN a Copilot licence**

Who Wins? You Decide



Our Copilot 365 ROI Journey



July ROI User Survey. Staff Hours Saved Per Month

Business Area	Staff Hours Saved Per Month
Customer Contact Centre	9
Executive Assistants	25
IT Project Managers	32.5
HR Workforce Monitoring	19
HR Recruitment	20
Whole Council (Av 300 users)	14

More detailed ROI Evaluation currently taking place (Aug 2024)

But.....

Non-Cashable
Savings

Cashable
Savings



Transforming Social Care

- continued focus on Adult, Children's and Education Services
- empower social workers. More caring time and less admin. Early signs
- better outcomes for clients
- work as a sector with other local authorities. Social Care Copilot User Group
- as a sector encourage Microsoft to do more to support these critical services e.g. reduce licence costs for social workers

Councils call for 'honest discussion' on what they should be expected to deliver as new data reveals local authorities spend two-thirds of their budgets on care services

CCN Latest News, CCN News 2024 | 18 March 2024



Councils are spending over £200 per person more on children's services and adult social care compared to a decade ago, with these two services alone now consuming two-thirds of the average local authority's budget, new analysis shows.

Council leaders say that a combination of increased demand and rising costs mean spend on these two care services has mushroomed over the last decade, squeezing the funding they have for the hundreds of other services they deliver such as libraries, road repairs, street lighting, and parks maintenance.

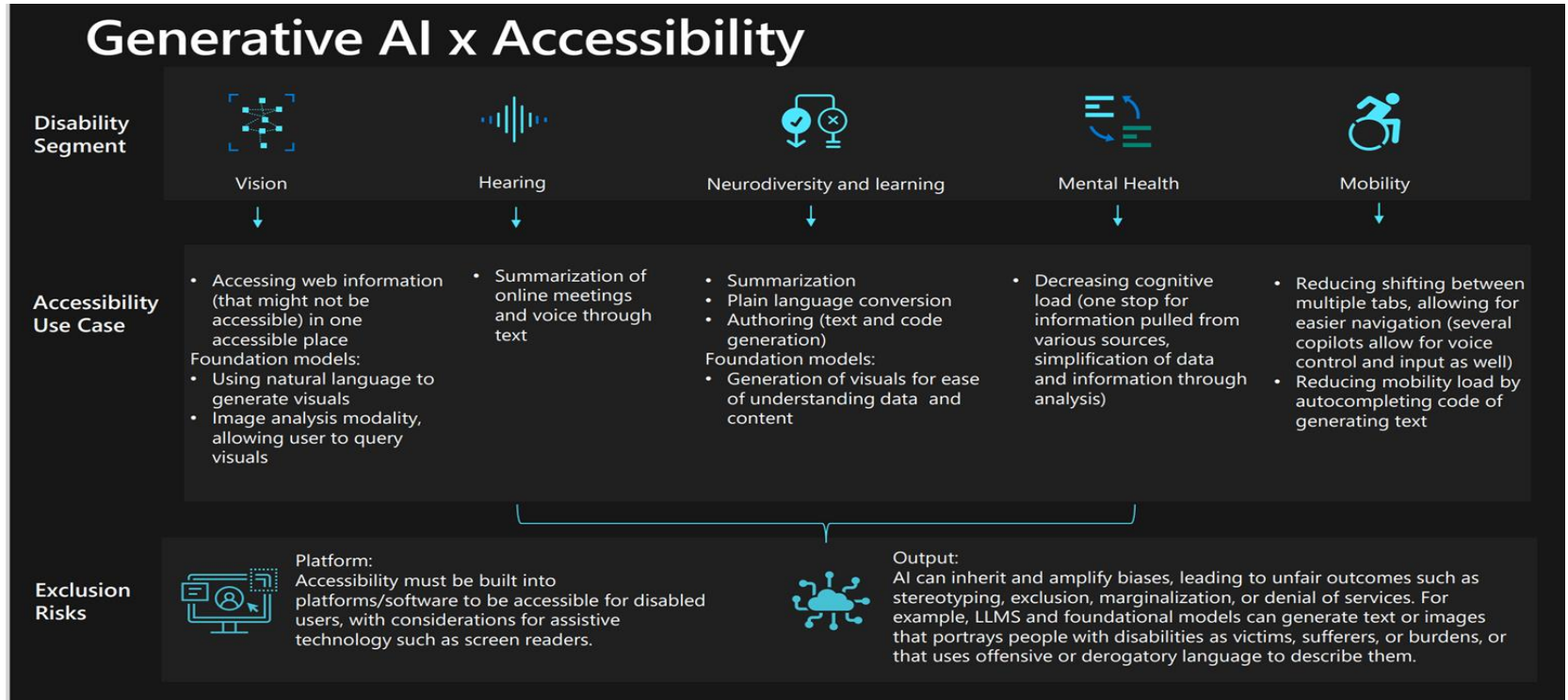
Councils call for 'honest discussion' on what they should be expected to deliver as new data reveals local authorities spend two-thirds of their budgets on care services - County Councils Network

Other things have changed. Can AI help planning services?

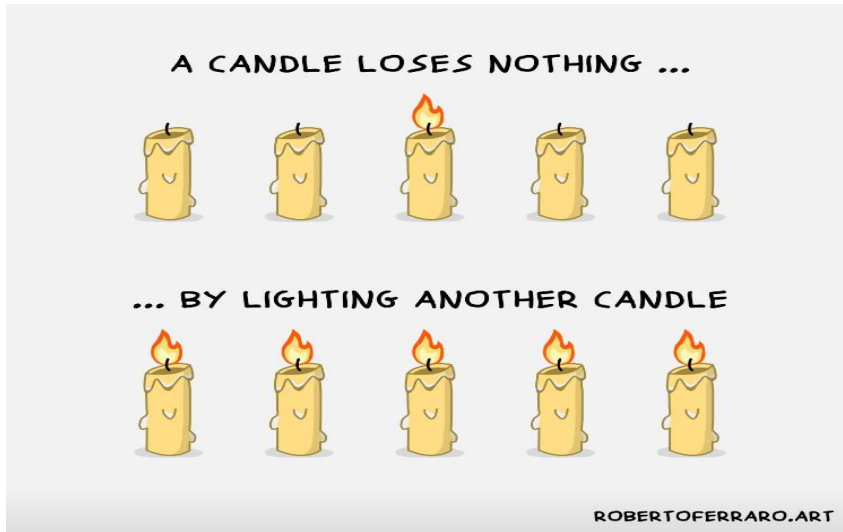
Ministers want planning reform to boost UK building



“Copilot has transformed my working life”



LA Copilot 365 User Group



- over 600 reps (doubled since May) from over 200 Councils
- Co-Chairs Tony Ellis (Bucks) and Andy Kennell (Somerset)
- meets Monthly
- New Social Care/Education workstream
- act as a voice for local government

The Ongoing Copilot Challenge



Somerset Copilot 365 Savings

Our users report Copilot has collectively generated an efficiency of

£66,897

worth of employee's time each month, totalling **£401,385** over the course of the 6-month pilot project

**Based on 2.33 average time saved per week, against a salary at Grade 9*

Andy Kennell, Service Director
IT

Any Questions?

Tony.ellis@buckinghamshire.gov.uk

[Register for the public sector CP365 User Group](#)



CCS offers the UK Public Sector a range of commercial solutions to support you

Get in touch to arrange a conversation with one of our experts:

softwarecategory@crowcommercial.gov.uk