



AI@Socitm

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04 April 2025



AI@Socitm

Unlock AI excellence by exploring latest research, policy guidance, skills development opportunities and responsible practices



Available at
www.socitm.net

NEW!

Browse by resource type



Research and
guidance



Case studies



Events, webinars
and training



Groups and
networks

Plus other new features – ‘Latest in the hub’, FAQs, dedicated pages for case studies and for groups and networks

Research and guidance

- **Sample corporate policy documents for Gen AI use:**
Produced with ALGIM (Association of Local Government Information Management), New Zealand
- **Sample Terms of Reference for AI governance board:**
Adapted from Norfolk County Council
- **Infographic:** ‘Using Generative Artificial Intelligence Large Language Models – Do’s and Don’ts’
- **White paper:** ‘Artificial Intelligence: What Senior Leaders in Local Government Should Know’, produced with Socitm Advisory and Faerfield
- **St George’s House consultation report:**
‘AI: Threats and Opportunities’



Research and guidance



Sample corporate policy document for Gen AI use

Template produced with ALGIM (Association of Local Government Information Management), New Zealand.

bit.ly/3WPpnaS



Sample terms of reference for an AI governance board

Template provided and adapted from Norfolk County Council.

bit.ly/3YfiUXT



Using generative artificial intelligence large language models – Do's and don'ts

Socitm infographic

bit.ly/4jJ0xU7

Research and guidance



Artificial intelligence: What senior leaders in local government should know

White paper produced with Civiteq (formerly Socitm Advisory) and Faerfield

bit.ly/3wzrbe3



AI: Threats and opportunities

St George's House consultation report

bit.ly/4aFF3Sx

We also promote relevant research and guidance from our partners including the LGA, ai@cam, Major Cities of Europe, the Ada Lovelace Institute, and more.



Case studies

Find out how AI (and automation) is being deployed across the public sector.

New case studies are added regularly, featuring councils, healthcare services, universities etc.

Featuring: Chatbots and customer services, content generation, service improvements (e.g. social care), process optimisations, digital transformation, data predictions and modelling, and more!

Benchmarking: What will you measure and discover in 2025?

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Case studies

Find out how other people are using AI so you can too

- NEW** Case Study | ukauthority.com Automating accounts payable processes – Hertfordshire Council
- Case Study | 22 January, 2025 Data charter and AI technologies – Camden Council
- Case Study | 20 January, 2025 Magic Notes for adult social care – Swindon Borough Council
- Case Study | 20 January, 2025 Transforming local social care with AI – Barnsley Council
- Case Study | 20 January, 2025 Translation costs cut by the use of Amazon Translate – Swindon Borough Council
- Case Study | 20 January, 2025 Easy Read AI solution – Swindon Borough Council
- Case Study | 20 January, 2025 AI-driven citizen contact system – Hillingdon Council
- Case Study | lotlondon Lessons from using Microsoft 365 Copilot – Ealing Council
- Case Study | YouTube.com Emerging technology team discuss AI Implementation – Swindon Borough Council
- Case Study | microsoft.com Microsoft 365 Copilot – Oxford University Hospitals
- Case Study | equalityhumanrights.com Predicting homelessness with AI – Maidstone Borough Council and Kent County Council
- Case Study | equalityhumanrights.com AI-powered chatbot – London Borough of Barking and Dagenham
- Case Study | microsoft.com Microsoft 365 Copilot – Torfarn County Borough

Events, webinars and training

Learn more about AI from Socitm and our relevant partners.

Find upcoming and on-demand events, webinars and training hosted by Socitm, plus relevant, sector-led events from our partners, such as iNetwork and LGA.



Upcoming from Socitm

<p>12 Feb 2025</p> <p>Consolidated Change Agent Course</p> <p>☰ Training course 📍 Virtual (Teams)</p>	<p>26 Feb 2025</p> <p>AI in action: 3 examples of AI solving real council challenges</p> <p>☰ Webinar 📍 Virtual (Teams)</p>
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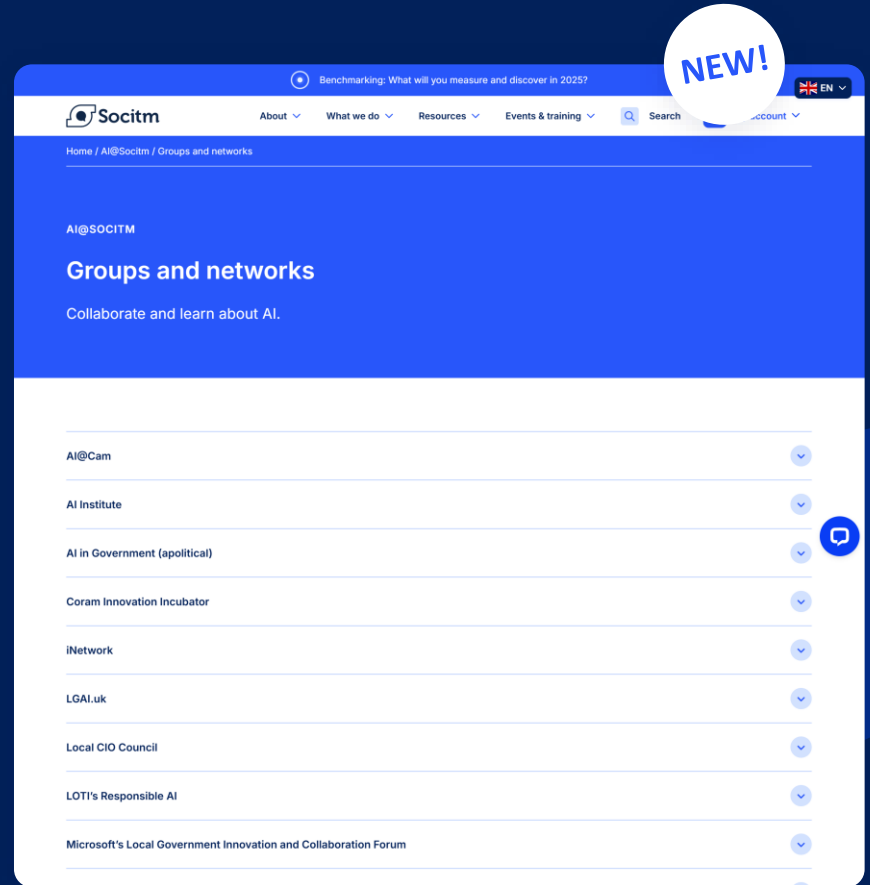
Our on-demand webinars

<p>NEW</p> <p>Webinar 24 January, 2025</p> <p>Unlock the potential of your technology (with WeChange AI)</p>	<p>Webinar 12 December, 2024</p> <p>Introducing Microsoft Dynamics 365 Contact Centre</p>
<p>Webinar 4 December, 2024</p> <p>Stay Ahead: What's new in Microsoft 365 Copilot</p>	<p>Webinar 29 November, 2024</p> <p>Making Progress with Digital Transformation in a Manageable Way</p>
<p>Webinar 13 November, 2024</p> <p>Telford and Wrekin Council – A Case Study in AI-Enhanced Customer Service</p>	<p>Webinar 6 November, 2024</p> <p>Simplify Your Tasks Copilot Basics for Microsoft 365 Users</p>
<p>Webinar 8 October, 2024</p> <p>Simplify Your Tasks Copilot Basics for Microsoft 365 Users</p>	<p>Webinar 25 September, 2024</p> <p>An AI use case: How to simplify your FOI process</p>
<p>Webinar 12 September, 2024</p> <p>Future-ready councils: Integrating phone-AI into customer service operations</p>	<p>Webinar 17 July, 2024</p> <p>The Data Foundations Needed for AI Success</p>
<p>Webinar 10 July, 2024</p> <p>The evolution of AI and learnings so far</p>	<p>Webinar 25 April, 2024</p> <p>Future-Proofing Public Services: AI and Data Strategies for Local Government IT Leaders</p>
<p>Webinar 23 February, 2024</p>	<p>Webinar 14 February, 2024</p>

Groups and networks

Promoting relevant public sector groups and networks - meet with others to discuss and share best AI practice implementation, featuring:

- Socitm led groups including the LCIOC
- Cross-sector organisations e.g. LGA, LOTI, iNetwork
- Private sector led e.g. Microsoft Copilot working group
- Academic/higher education researchers working in AI e.g. ai@cam



Do you want to feature on AI@Socitm?

If you have any of the following that you'd like us to feature on AI@Socitm, please get in touch at hello@socitm.net:

- Research and guidance
- Case studies
- Events, webinars and training
- Groups and networks

