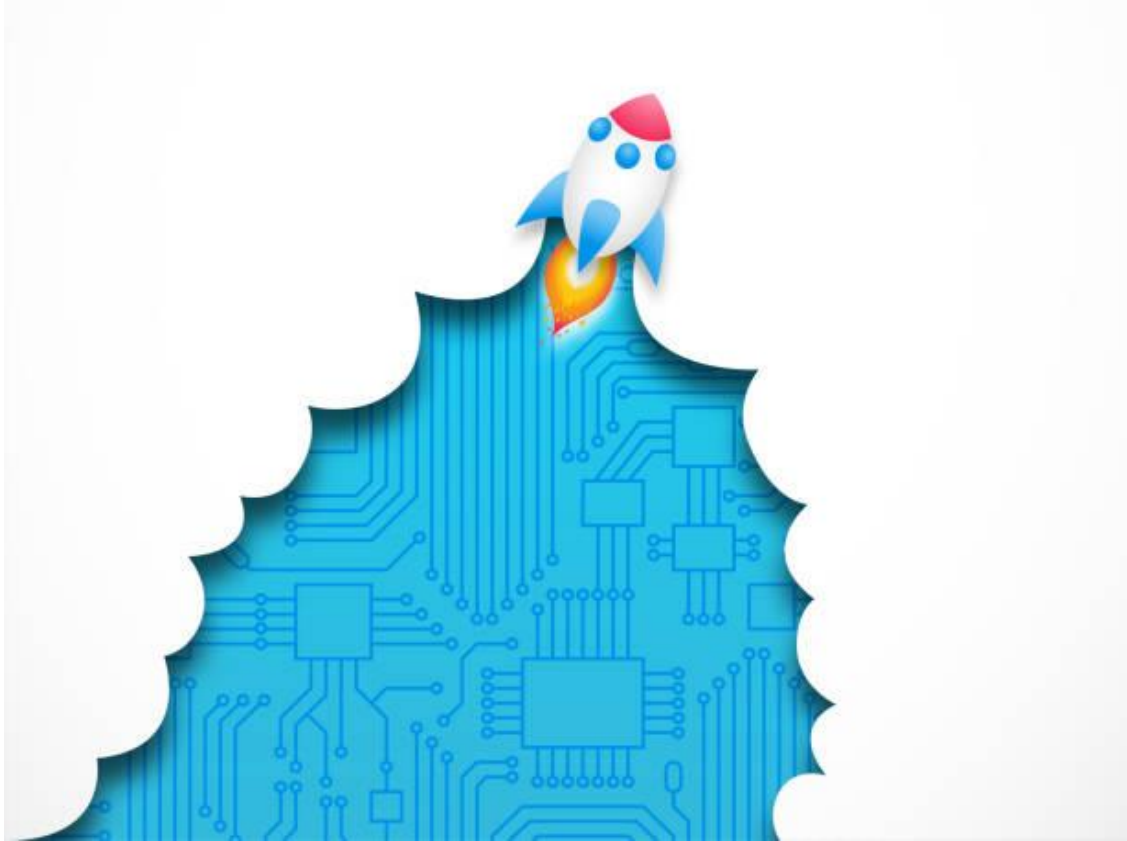
# From Training to Transformation:

## Supporting digital innovation

Amy Caldow, Senior Training Officer



# Who we are and what we do

- ❑ Background
- ❑ UK-wide
- ❑ Vast portfolio of courses
- ❑ In-House offer

Carbon Literacy Project

# Why Transformation Matters

- Residents' expectations have changed
- The way we communicate has evolved
- Upgrade skills alongside systems

"We need to do something different, but in the same way as usual."

# The role of APSE Training

- Demystifies new technology
- Builds digital confidence & competence
- Encourages innovative thinking
- Creates shared language and understanding
- Develops future-ready leaders

apse training

# Supporting Transformation through Skills Development

- ✓ Building Digital Fundamentals
- ✓ Supporting Service Redesign
- ✓ Embedding Continuous Learning

apse training

# Supporting Transformation: A Closer Look

## Jpcoming sessions

| Date | Price (APSE Members) | Price (Non-APSE Members) | Price (Commercial) | |
|---|---|---|---|---|
| TUE 03/03/26 + WED 04/03/26<br>09:00 - 12:00 [TWO HALF DAYS] | £193 + VAT | £313 + VAT | £518 + VAT | Book Your Place Now |

# Supporting Transformation: A Closer Look

✓ Develop communication strategies aligned with council priorities
✓Identify and respond to disinformation about council services
✓Navigate AI tools safely within local authority constraints
✓Create engaging content while maintaining council integrity
✓Manage digital risks affecting council operations

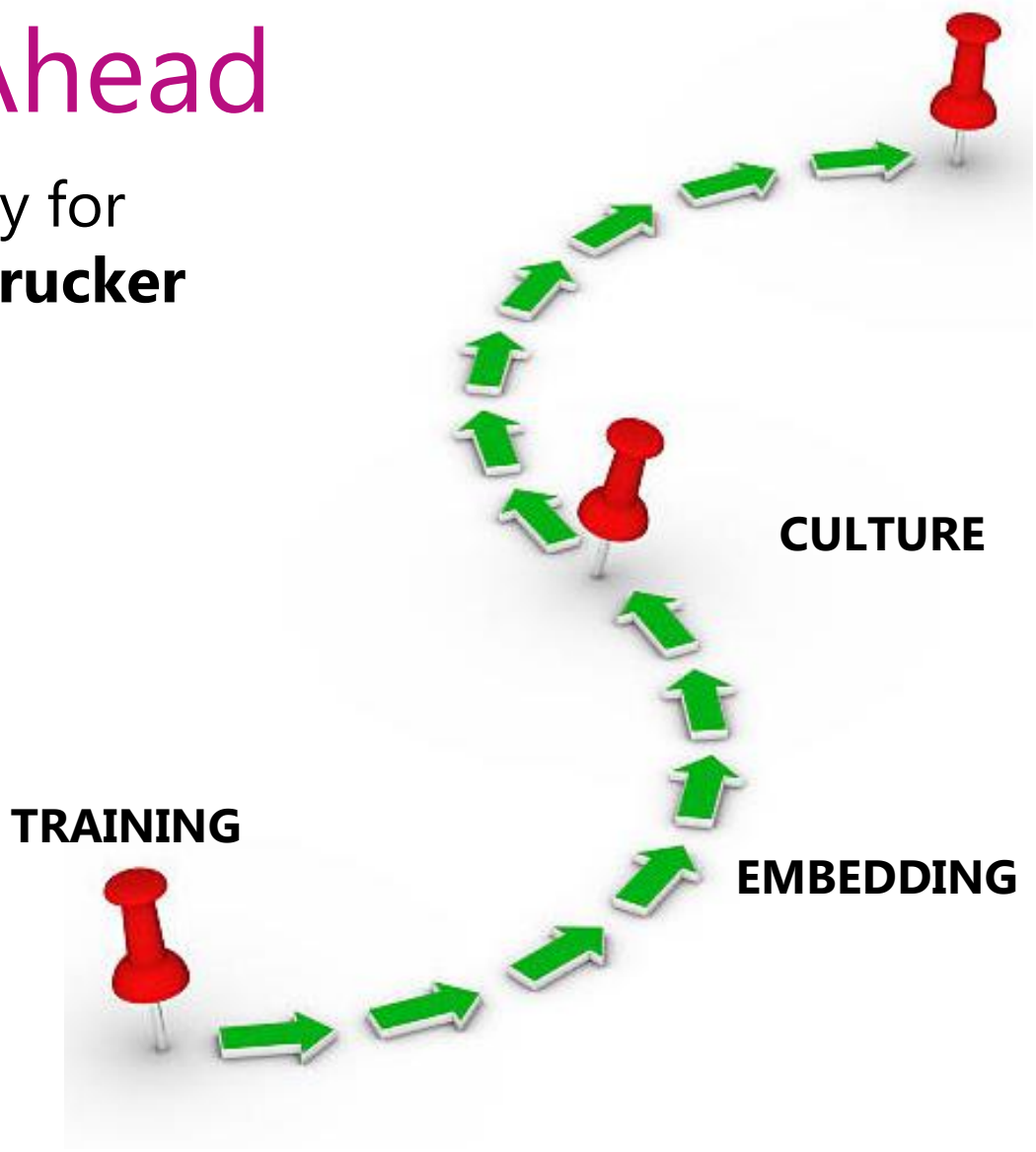
# Participants who attended recently said…

"The perfect balance between discussion and sharing of knowledge led by someone who clearly had a vast knowledge of social media within councils."

"Our trainer was engaging from start to finish and gave us all the opportunity to network with each other. I found the breakout rooms good to have more one on one discussion in which we could share our own experiences in a more relaxed manner."

# The Road Ahead

"Culture eats strategy for breakfast" – **Peter Drucker**



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# What's Your Next Step?

- ❑ Expand your training reach
- ❑ Build internal leadership
- ❑ We're here to help!

View our upcoming courses here!

www.apse.org.uk

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# Contact us

## The team is ready to help.

Please direct enquiries to: training@apse.org.uk | 0161 772 1810

3rd Floor Trafford House, Chester Road, Old Trafford, Manchester, M32 0RS

APSE Head of Training: Fiona Sutton-Wilson

Senior Training Officer: Amy Caldow

Training Co-ordinator: Helen Reed

Business Support Assistant (Finance): Daniel Lee

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Socitm

# AI governance in the UK's local government sector and how Socitm can help

## ASPE Southern Innovation, Digital Transformation, and AI Network

Dave Sanderson | Director of Member Services, Socitm
**Yasmine Hajji** | Senior Research Analyst, Socitm

November 2025

# Background: AI use across the UK

**83%**

…of English councils **are using generative AI (GenAI)** (Local Government Association, 2025)

**44%**

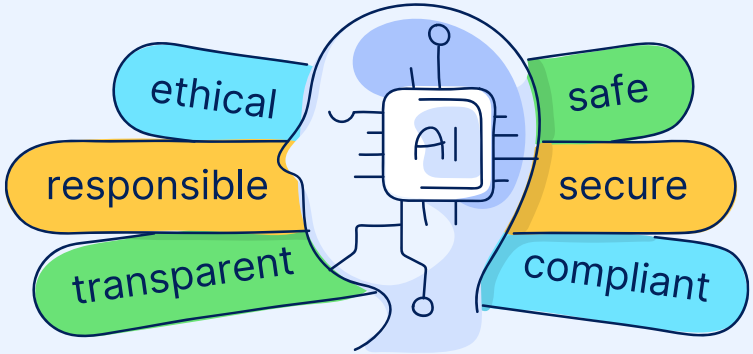
…of the general UK public **have used a large language model** (AttitudestoAI, 2024).

**41%**

**…of public sector work activities could be supported by GenAI** (Alan Turing Institute, 2025).

# What is AI governance?

*AI governance refers to senior or high-level planning, management and oversight of AI technologies and systems focused on identifying AI risks and opportunities.*




Governance is about **responsibility and risk**, not just promoting AI adoption but **practical mechanisms** for **implementation, enforcement, and accountability.**

It is **NOT** building AI models, but influencing how they are built, focusing specifically on the **ethical and societal implications of AI**, not general IT systems.

Governance is **ongoing**, **NOT** just a checklist or one-off audit.

# Why is AI governance important?

**71%** …of county or unitary authority council staff in England **lack the necessary training** to use AI (County Council Network)

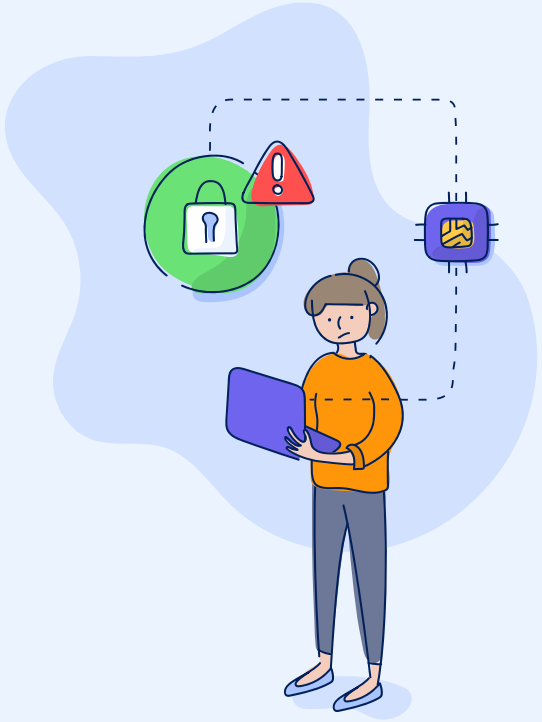
**50%** …of English councils **lack the right skills or capabilities** to use AI (LGA)

**>40%** …of UK public servants have **encountered errors** in the course of their work caused by use of GenAI tools (Global Government Fintech)

**>¾** …of UK councils **do not have corporate usage policies** for AI or GenAI (LocalGov)

# Risks and consequences of using AI without governance

| |
|---|
| **Flawed decision-making** resulting from systematic data **bias**, causing **discrimination** and **stereotyping** |
| **Over-dependence** on AI outputs |
| **Environmental harm** |
| **Ethical violations** due to lack of transparency and explainability |
| **Frauds, scams** and **manipulations** |
| **Inaccuracies** and loss of human judgment including **misinformation** |
| **Toxic, abusive** or **harmful** outputs |
| Unregulated data use leading to **privacy** or **security breaches** |



# How are UK local authorities governing AI within their organisations?

**Authorities**

Working groups, governance boards

**Strategy or vision for AI adoption across organisation**

AI programmes of work

**Usage policies**

AI or GenAI specific or existing information governance / data protection policies

**Guidance**

Usability guidance, frameworks, procedures, checklists and approval processes for AI use

**Assessments**

Risk, data protection impact, algorithmic impact

**Monitoring**

Audit and evaluation, documentation, logs, bias, transparency and explainability tools

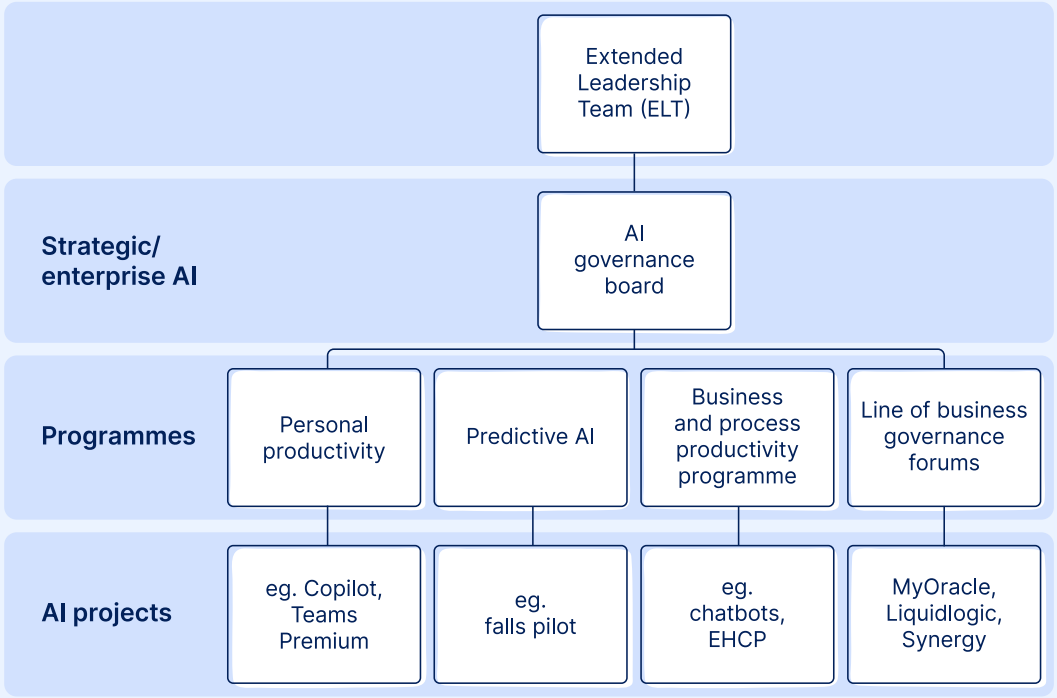
**Roles & responsibilities**

Senior Responsible Owner, AI project managers/officers vs. IT/digital/cyber/data/info governance leads

# AI governance example

Reporting structure of Norfolk County Council's AI governance board

Norfolk County Council

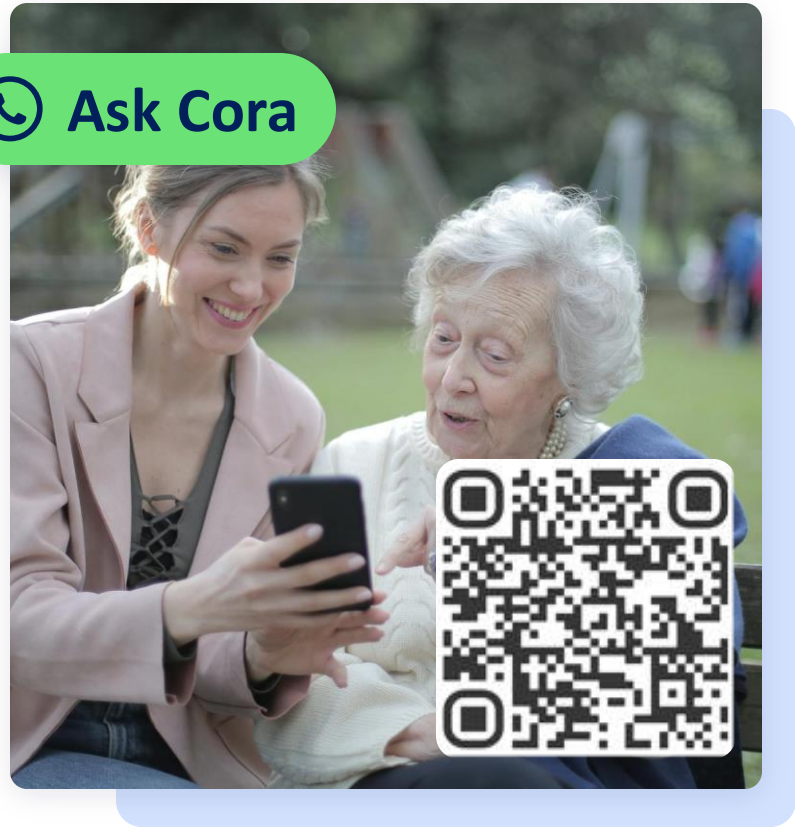


# AI governance in practise

**Ask Cora -** Digital assistant for carers

- Digital support for unpaid carers
- AI-powered WhatsApp digital assistant
- Trained to be open and honest, easily approachable by anyone, knowledgeable, kind, empathetic, patient and caring
- Access information and guidance 24/7

Norfolk County Council



# Sample terms of reference for an Artificial Intelligence Governance Board

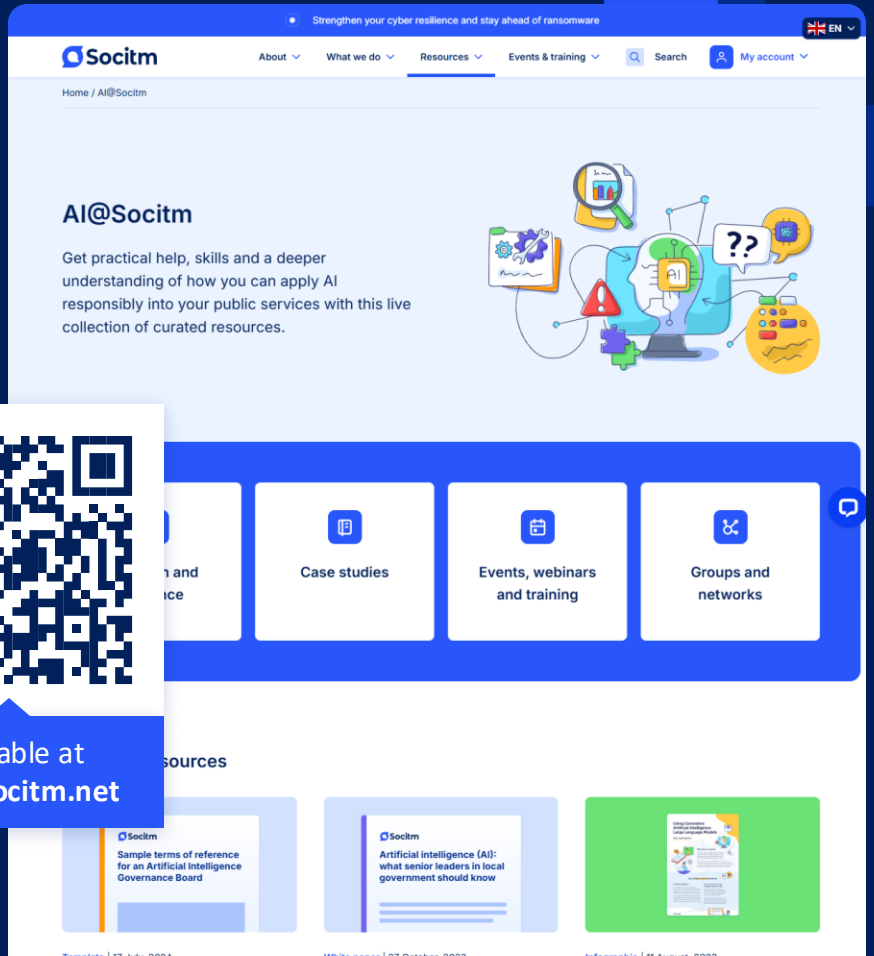
- Adapted from Norfolk County Council
- Includes: Objectives and the scope of the board, membership, stakeholders, governance information, an appointed chairperson, an outline of meetings, quorum, confidentiality, amendment of terms of reference and a conclusion.

**Access the template here: [bit.ly/3YfiUXT](bit.ly/3YfiUXT)**

# Sample generative AI usage policy

- Expanding from basic guidance to a foundation for AI governance.
- New clauses on:
  - Human oversight and accountability.
  - Transparency and explainability of AI outputs.
  - Environmental sustainability considerations.
- Clearer roles and responsibilities for staff using AI tools.
- Structured approval and review processes for deployments.

**Access the template here: [bit.ly/3WPpnaS](bit.ly/3WPpnaS)**




Available at
**www.socitm.net**

# AI@Socitm

Unlock AI excellence and explore latest research, policy guidance, skill development and responsible practices

# Thanks for joining us today!

For latest updates and in-depth research, visit us online at www.socitm.net

Or contact Yasmine.hajji@socitm.net for anything AI related or to feature on AI@Socitm

Connect with @Socitm on LinkedIn and X

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# Three Stories of Transformation with Magic Notes in Adult Social Care

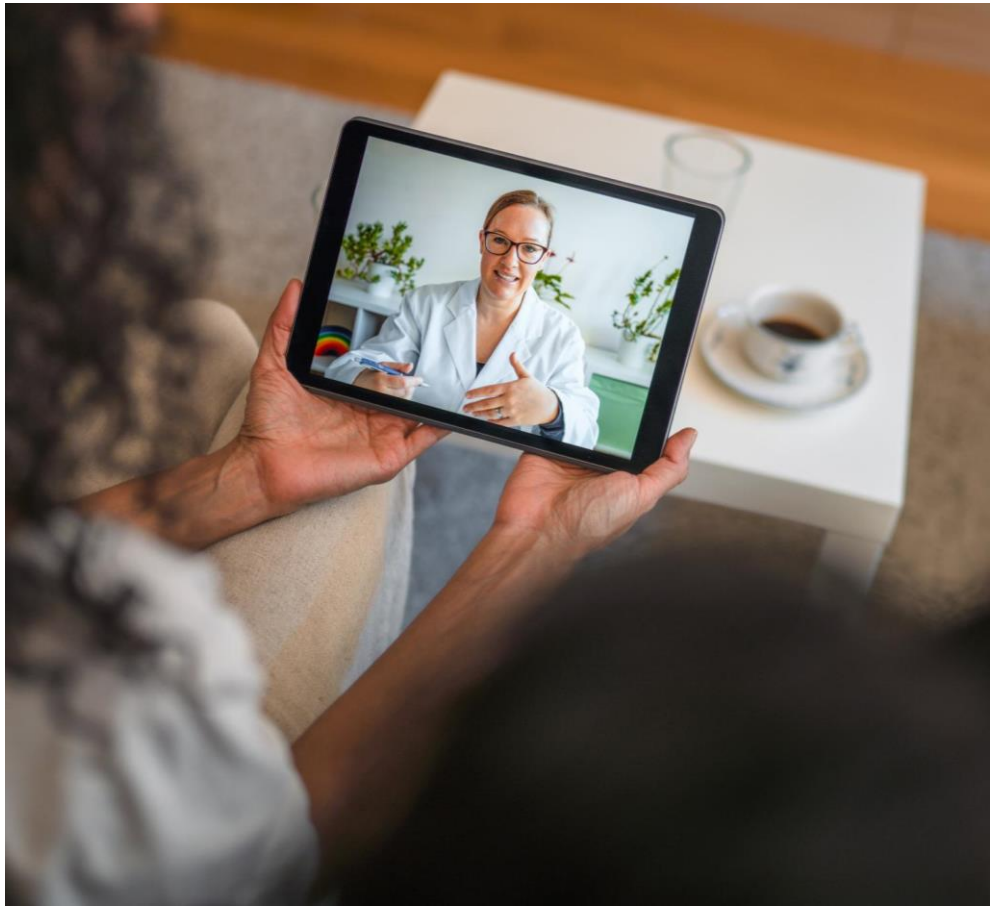
Real-life examples enhancing care through innovative tools

# Today's Agenda Overview

- Jessica's Experience: Enhancing Assessments and Wellbeing
- Lucy's Perspective: Building Better Connections and Supervision
- Lisa's Journey: Streamlining Supervision and Supporting Staff

# Jessica's Experience: Enhancing Assessments and Wellbeing

# Improved Assessment Quality and Work-Life Balance



**Enhanced Assessment Accuracy**

Magic Notes enables capturing direct quotes and meaningful conversations, improving assessment accuracy and reflecting individual perspectives.

**Time Efficiency and Work-Life Balance**

The tool reduces time spent on writing assessments, allowing better work-life balance and improved personal wellbeing.

**Collaborative Development and Adaptability**

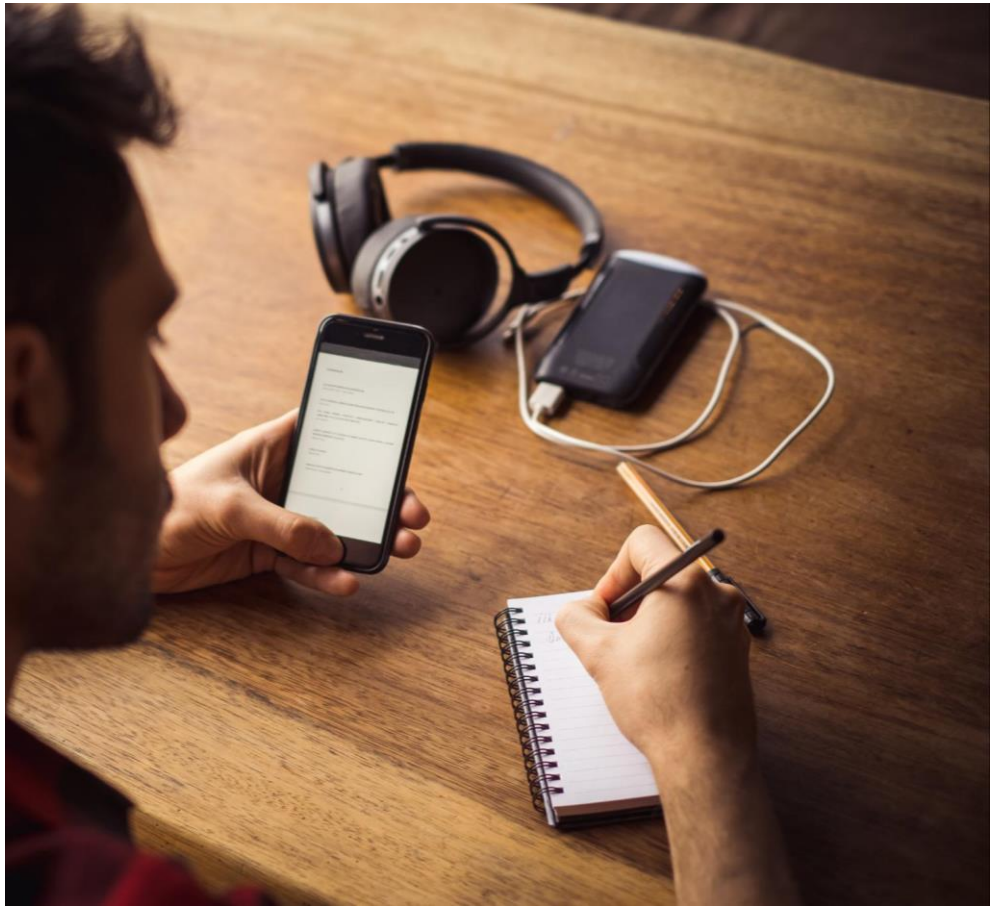
Magic Notes evolved through user feedback and collaboration, adapting templates to meet social workers' specific needs.

**Improved Professional Practice**

The tool supports higher quality, timely assessments, positively impacting social work effectiveness and client support.

# Lucy's Perspective: Building Better Connections and Supervision

# Deeper Engagement and Effective Supervision with Magic Notes



**Enhanced Client Engagement**

Magic Notes allows full immersion in conversations without distraction from manual note-taking, improving client relationships.

**Comprehensive Supervision Notes**

The tool captures detailed supervision notes more comprehensively than manual methods, aiding student mentorship and review.

**Time-saving with Proofreading**

Magic Notes reduces time spent on documentation but still requires proofreading to ensure accuracy and context.

**Limitations and Learning Curve**

The tool faces challenges with complex contexts and technical issues, and requires training for effective use.

# Lisa's Journey: Streamlining Supervision and Supporting Staff

# Efficient Documentation and Positive Team Impact

**Streamlined Documentation Process**

Magic Notes simplifies documentation by generating clear and structured meeting minutes and supervision notes automatically.

**Improved Team Communication**

Accurate and timely notes enable social workers to receive clear guidance, enhancing communication and case management.

**Enhanced Work-Life Balance**

Time saved on note-taking and write-ups allows completion during work hours, reducing weekend workloads and stress.

**Ongoing Challenges and Adaptations**

Despite occasional missed information, supplementing with brief handwritten notes ensures critical details are captured.

# Conclusion

### Improved Assessment Quality

Magic Notes enhances the quality of assessments, leading to better care planning and outcomes.

### Enhanced Supervision

The tool supports improved supervision, ensuring consistent and effective staff guidance.

### Support for Staff Wellbeing

Magic Notes fosters staff wellbeing by streamlining processes and reducing workload stress.

# AI in Highways



West Berkshire Council

# Discussion

- Before AI in Highways – Scene Setting
- Challenges Faced
- Current Technology
- Roadmap
- Questions

# Who am I

- Cllr Vicky Poole
- Executive Portfolio Holder for Transformation, Digital (incl cyber and AI), Change, Procurement, Commissioning and Corporate Program

West Berkshire Council

# Scene Setting

- Rural District
- Unitary
- Transit area, high travel
- Reducing highways investment in previous years
- Static information points
- Berkshire providers as well as WBC providers

# Challenges

- Reactive – diversions causing congestion
- People heavy
- Low tech investment (hard and soft -ware)
- Static information points – whole district treat the same

- Allowed completely modern approach to problem solving

# Berkshire

- Former large unitary (1990's)
- Close relations with other Berkshire Authorities
- Large multi supplier framework agreements as well as WBC specific

- => Best of breed

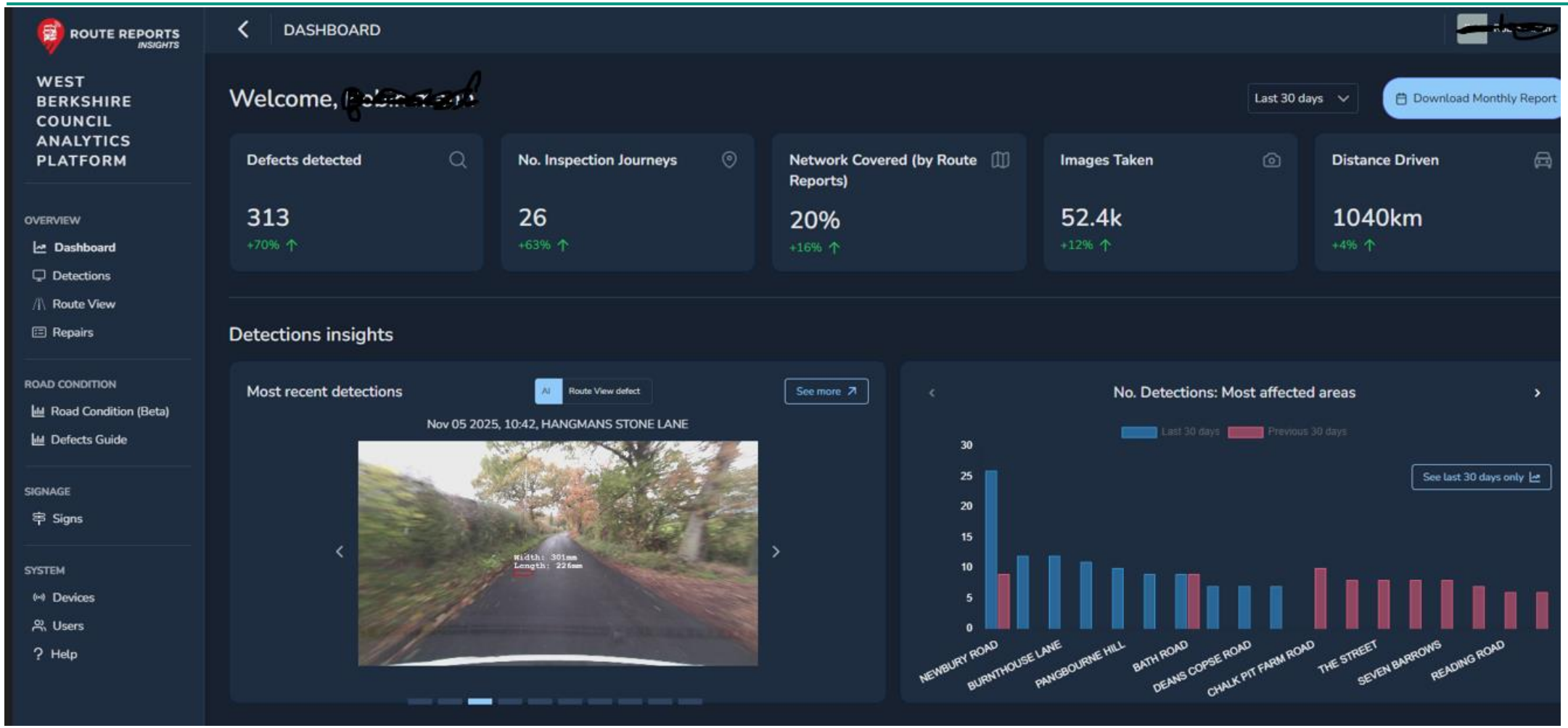
# Approach

- Asset Review
- Best Practise
- Technology Roadmap
- Pilot
- Adjust course

# Current Technology

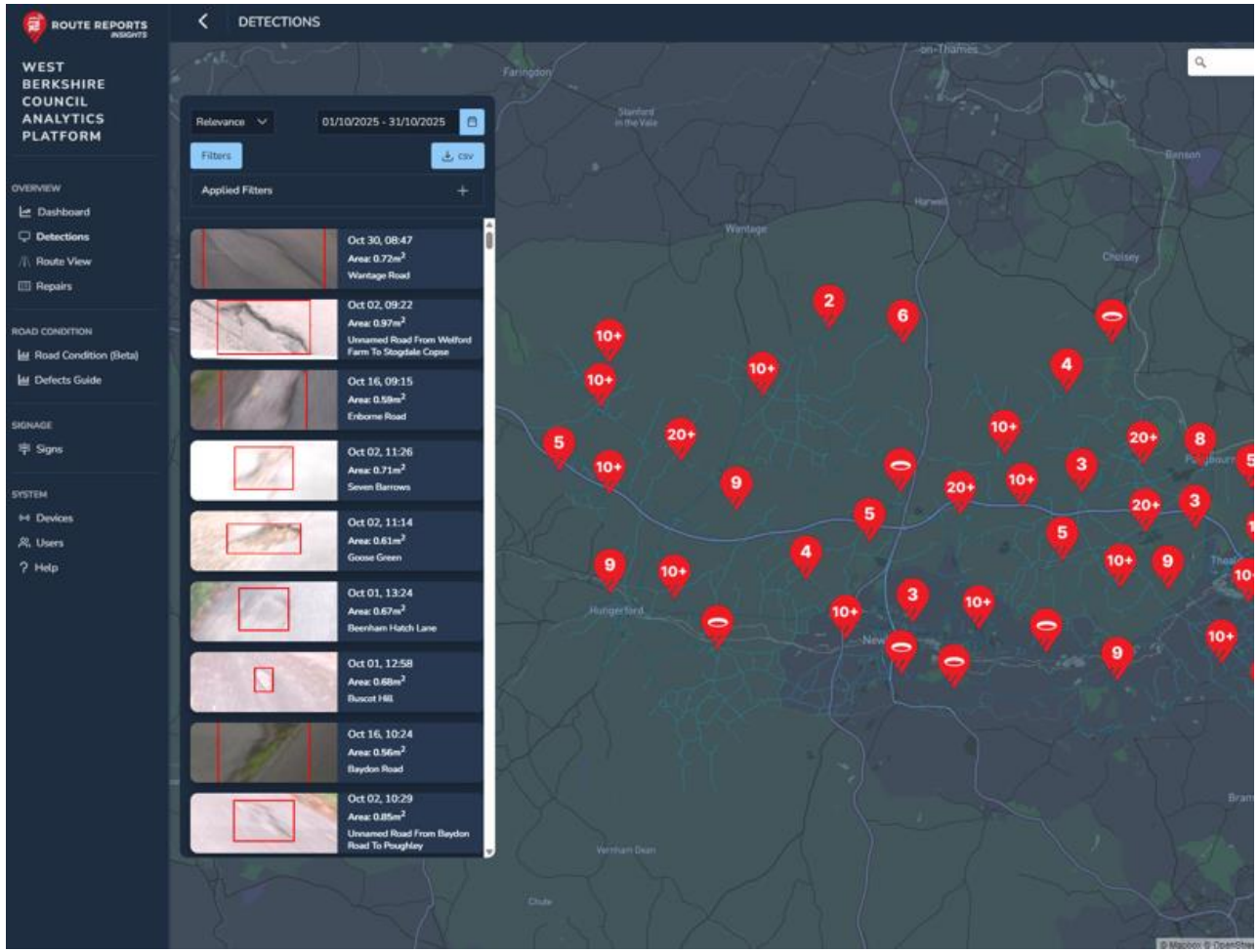
- Route Reports – Vehicle mounted camera
  - Pot Hole
  - Surface Inspection (PAS2161)
  - Data to coordinate people inspection evet 3/6 month
  - Visual record
  - Ai checks changes over time to forecast when surface becomes unsafe
- Static Temperature
  - Area based temperature for gritters

# Current Technology



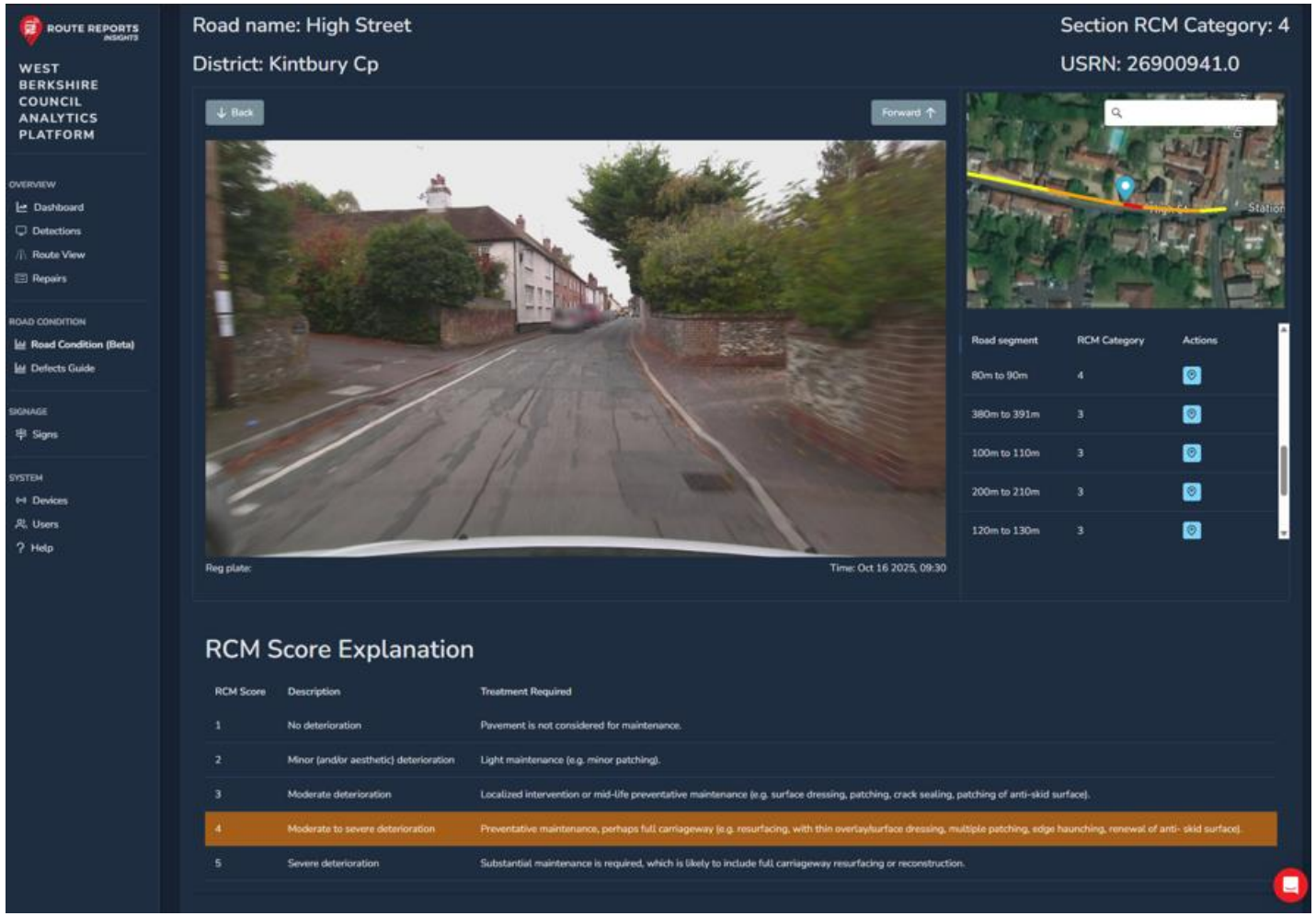

West Berkshire Council

# Current Technology




West Berkshire COUNCIL

# Current Technology

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# Delivered So Far

- People Efficiency
- Better Planning
- Significantly Improved Roads

# Future

- Temperature – new system supports locality/area based decision making
- Wider reporting (verge, flytipping)
- Route flow
- Process changes
- Plug ins to Report a Problem

# THANK YOU



West Berkshire COUNCIL