



Ministry of Housing,
Communities &
Local Government

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Morning!

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State of digital government review

A review of technology and data
in the public sector: successes,
challenges and root causes

January 2025

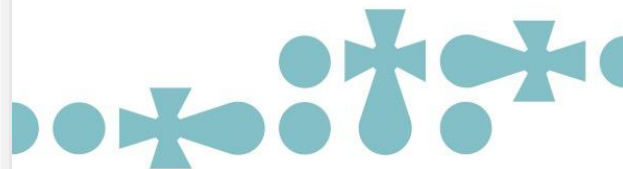


CP 1251

A blueprint for modern digital government

A long-term vision for digital
public services, a six-point plan
for reform, and the role of the
new digital centre of government

January 2025



CP 1252

**The public sector
spends less on
technology than
peers**

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spends less on
technology than
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Councils spend

30%

**below benchmark
comparisons**

**There are not
enough digital
and data people in
the right roles**

**Digital and data
roles make up**

2%

of the headcount

**The public sector
is dependent on
external
resources for
core skills**

**Less than
20%
of spend was on
permanent staff**

**Cyber risk to the
public sector is
critically high**

**Service reliability
is too low**

25%

**suffered critical
outages in 2024**

Email compromise

Threat Actor: Unconfirmed, assumed to be cyber criminals

Attack Vector: Phishing / compromised third party.

Containment and Impact: Attacker briefly took control of an account and created inbox rules to forward supplier invoice information. Account was locked, host restored and the URL from the email was blocked

What this tells us: Councils need to be able to react to an attack within minutes not hours. It only took an attacker 27 minutes from launching an attack to gaining access to the council. The council only had 16 minutes warning from the first report of phishing.

8:54 am

Compromised supplier sent multiple phishing emails to council.

9:05 am

First report of phishing email by a council user.

9:08 am

Another user clicked on phishing email.

9:21 am

Attacker signed into compromised account

9:54 am

Compromised account disabled and containment actions taken.

2:36 pm

User granted access to re-imaged account.

**In Central
Government**

**Services are
under-digitised**

47%

**of services lack a
digital pathway**

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January 2025



CP 1252

Harnessing the power of AI

Local government is well placed to harness the benefits of AI

- High number of automatable tasks
- Rich data sources (housing, transport, social care, planning, environmental)
- Standard repeatable processes and paperwork across services
- Flexibility to innovate and pilot new ways of working
- Big potential for collaboration to drive innovation

Council slashes translation costs with machine learning

06 July 2023
by Sarah Wray



Swindon Council in the UK deployed a machine learning solution which cut content translation costs from £160 (US\$203) per document to just 7p and reduced turnaround time from weeks to minutes.

The code for the system has been made available as open source to benefit other local governments.

The initiative came out of a request from the council's Paediatric Therapy Service. Swindon has a population of 230,000 and around 100 languages are spoken across the borough. In 2021, the Paediatric Therapy Service had around 400 documents translated, costing on average £160 each and taking up to 16 days. This included internal preparation and sending files to an external translation agency.

Swindon's Emerging Technologies team undertook a market assessment for solutions to make translating content faster and cheaper, including local bilingual speakers in the selection process. They eventually selected Amazon Web Services (AWS).

Translation costs cut by 99.6%, Swindon Council

Local Digital > Exploring how Artificial Intelligence (AI) can reduce the time taken to summarise and report on consultation feedback

Exploring how Artificial Intelligence (AI) can reduce the time taken to summarise and report on consultation feedback

[Back to Digital Planning Programme Case Studies](#)

Challenge

West Oxfordshire and Cotswold District Councils piloted moving Local Plan consultations to new digital platforms as part of Round 1 and 2 PropTech Innovation funding. Multiple benefits were delivered including higher levels of participation and enhanced ease of use for both citizens and officers. However, this growth in citizen engagement led to new challenges with managing and summarising the increase in responses.

Approach

Both Local Planning Authorities (LPAs) were in the process of updating their Local Plans and used £280,000 PropTech Innovation funding to explore whether Artificial Intelligence (AI) could tackle some of the lengthy back-office processes involved with summarising the increased volume of citizen feedback.

Estimated 85% reduction in time spent on admin tasks for planning officers, West Oxfordshire and Cotswold District Councils

Local authorities run trials of Minute AI tool

23/05/23



Mark Say
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Peterborough City Council: Hey Geraldine, a personalised AI assistant

Peterborough City Council has developed an innovative artificial intelligence (AI) assistant, 'Hey Geraldine', designed to support social workers and social care staff.

Cyber | 18 Dec 2024

Background

Governance
Stakeholder engagement and feedback
Initial impact of Hey Geraldine

Background

Peterborough City Council designed to support social workers and social care staff within the social care system, providing valuable insights and support.

The idea for Hey Geraldine came from the need for a virtual assistant that could support social workers and social care staff, improving efficiency and decision-making.

£2m saved from integrating AI into customer service interactions, Basildon Council

Basildon Council launches trailblazing AI initiative as part of its Resident, Digital, and Transformation strategy

24 Jan, 2025 Share



Home | News | Kingston Council launches AI tool to free up time for frontline social workers

Kingston Council launches AI tool to free up time for frontline social workers

A new AI tool that saves each frontline social worker at least 4 hours a week by taking admin intensive tasks off their hands is being rolled out by Kingston Council.



The council's social work and care services embrace digital technology to improve the way they work with the borough.

The Magic Notes app was developed specifically for their social workers, saving them up to four hours a week on administrative tasks.

Magic Notes helps social work staff make the most of their time with clients, knowing all the important notes will be created for them

Average time savings of 50-60%, Kingston Council



Access

AI can shift services from crisis to coping

Limited face-to-face time:
80% admin; 20% with clients
(2024 BASW survey)

High vacancy rates: 16%
FTE posts vacant
(LGA, Sept 2024)

Aging workforce: > 50%
aged 45 and over
(Social Work England, 2023)



Peter
Adult Social Care worker

Retention challenges: 81%
of councils report difficulties
(LGA, 2024)

**Time-consuming
paperwork** e.g. care plans
(Conversations with councils)

**Contractor dependency to
plug gaps** (Conversations with
councils)

How AI can help Peter



AI Predictive Forecasting
allows him to identify most at-risk cases



AI-enabled triage
helps filter cases, allowing most urgent to be seen quicker



AI Transcription
helps quickly record and summarise meetings with residents



AI Knowledge Assistant
helps check guidance and develop recommendations



AI tool
helps generate Assessments, improving quality, increasing reflection time, and reducing locum spend

*"I have **caught up on a significant backlog** of letters to children, their families and professionals. Somerset Council*

***25% more client facing time** from introduction of AI-powered voice documentation. Derby Council*

*I am **much more 'present'** in reviews" Somerset Council*

*"[We achieved] **up to 87% time saving...**" i.AI Minute Trial, Wokingham*

***40% faster case handovers.** Derby City Council*

Accelerate and enable the responsible use of AI across local government* to drive efficiency, reduce costs and improve services.

** With a particular focus on adult and children's social care, homelessness and special educational needs and disability*

Strengthening our cyber and tech resilience

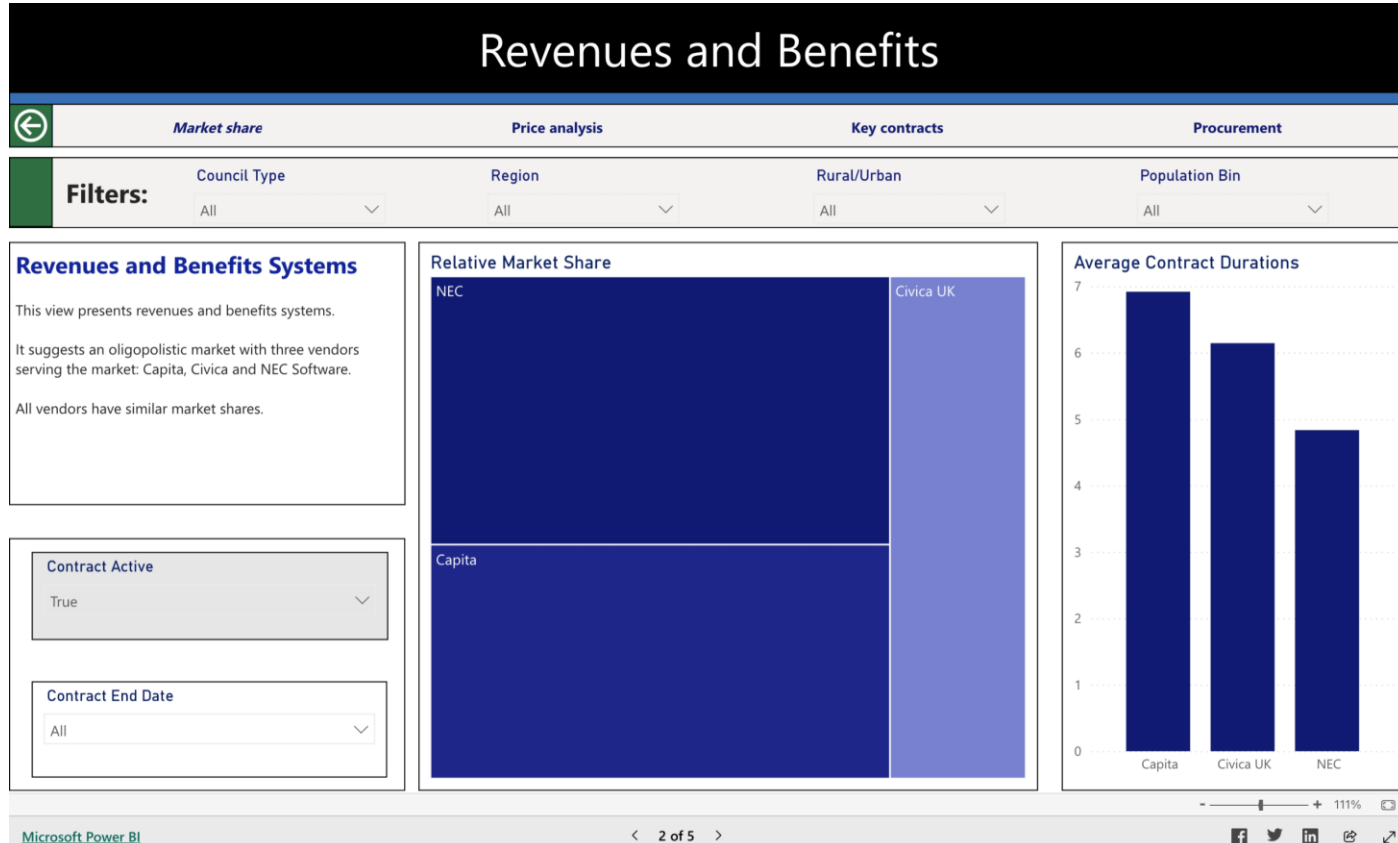
Cyber Assessment Framework

An overview of the CAF for local government



Defending as One

Shape a healthier technology market



Local Government Reorganisation

LGR support

Playbook

Tech strategy



GDS LOCAL

- Making GDS product available: starting the journey of making more GDS product and platforms actively available to local authorities including GOV.UK App, GOV.UK, OneLogin and GOV.UK Wallet, as well as other GDS components.
- Unlocking data potential: breaking down barriers to data sharing across services with the National Data Library and creating environments for innovation.
- Developing a strategic vision for local government technology: co-creating a vision for local government technology that includes shared products and components and supporting market reform

“GDS Local is a new specialist team within the Government Digital Service to work more effectively with local government, spark innovation and play a pivotal role in public service transformation.”



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Thank you

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