

# Artificial Intelligence & Automation

An update for Scrutiny Board 1  
8<sup>th</sup> February 2024



**ONE**  
COVENTRY

# Things we will cover...

- Our current “mission statement” for Artificial Intelligence (AI) and automation
- Some examples of AI
- An overview of AI pilot activity underway
- Our approach to a policy position for AI



# Recap and our mission statement

- AI is not new, it has been around since the 1950's
- The last 12 months has seen an explosion of AI toolsets largely due to how accessible and cheap large scale compute resource has become and large technology companies creating AI products push directly to consumers
- We will cover more about what AI is and what it might be for the City Council throughout this presentation but it is clear that AI will play a transformative role in most organisations and we are viewing it as a key part of our transformation activity.
- Our current mission statement is to **explore the potential of AI in the context of cross organisation service improvement and efficiency, proceeding with interest, but caution.**
- There are several things we need to think about on this journey, including; data protection, data quality, ethics, cost etc.

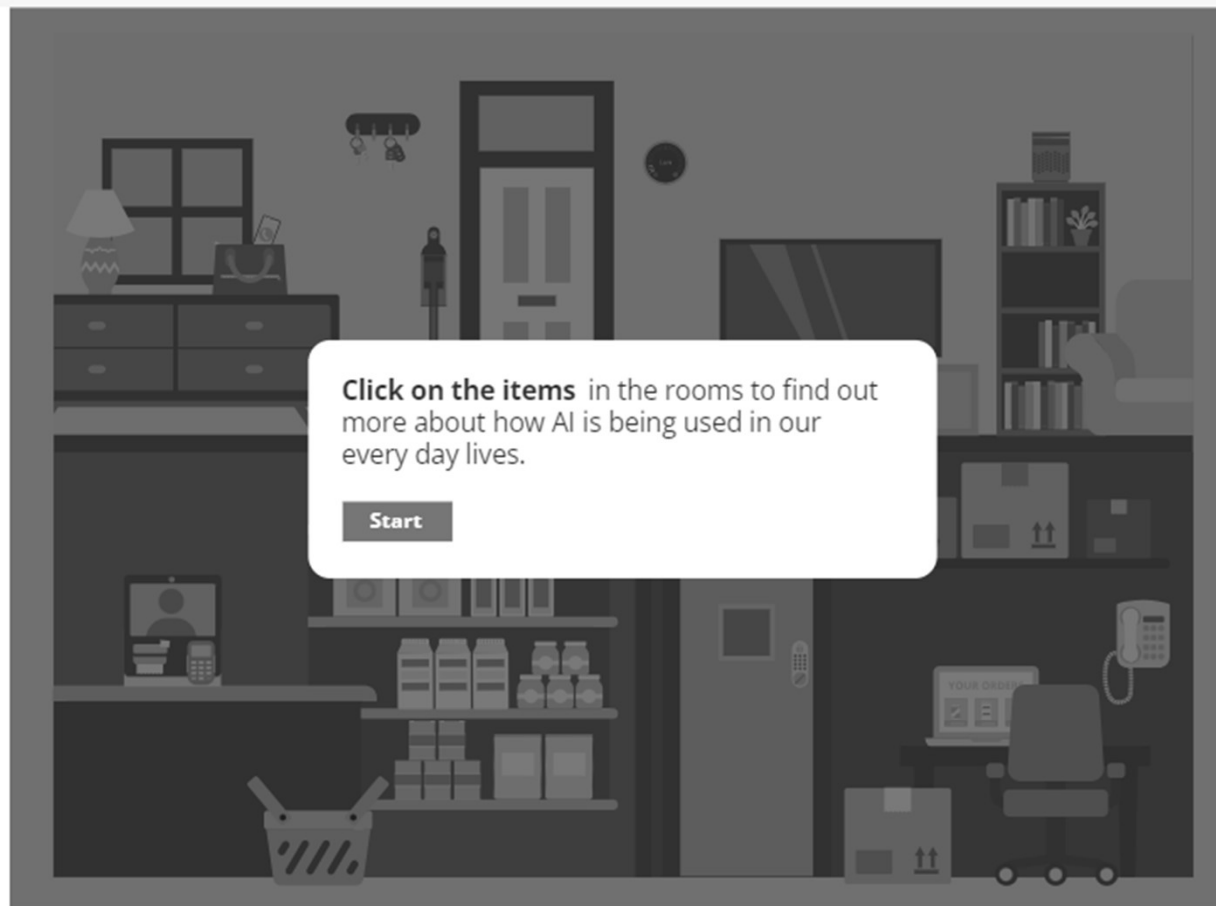


# What do we mean when we say AI?

- Generative AI is a type of artificial intelligence that can create new content, such as music, images, or text, without being programmed to do so. It does this by learning from vast amounts of data and then creating new content based on that learning. Examples of generative AI include chatbots, image generators, and music composers.
- In the last 12 months, AI has become increasingly popular due to advancements in technology and increased accessibility to data. This has made it possible for AI to be used in a wider range of applications, leading to its growing popularity.
- We must be absolutely clear that, at the moment, **we are not using AI for any automated decision making**.
- All of our investigations into AI are looking for where technology can **improve productivity and efficiency** – aiding, but in no way replacing existing governance and decision-making processes
- If you are interested in learning more about AI concepts, this year's Royal Institute Christmas Lectures were on the subject of AI ([BBC 4 – iPlayer](#))



# Some examples of AI – in everyday life

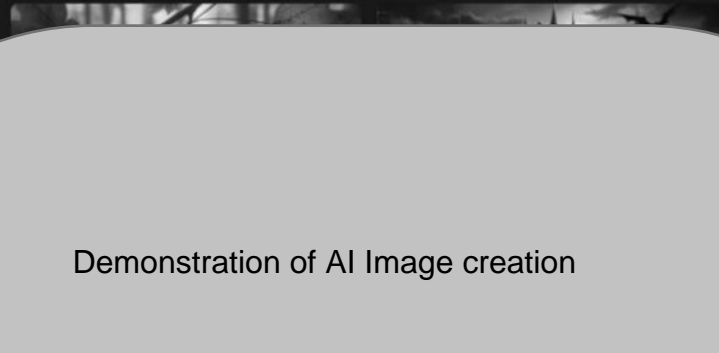


Want to see how Image Creator works? Select Surprise Me, then Create

8 \$ Join & Create

Help

Explore Ideas



# Some incredibly important considerations in the use of AI

- **Bias**

AI's "knowledge" is based on the data it has been trained on and what it has learnt from. If that data contains a bias, either intentionally or unintentionally, then it will influence the output that AI provides

- **Ethics**

Beyond bias, there are a wider set of ethical considerations that need to be made in the use of AI. The Turing Institute describes these as a *"set of values, principles, and techniques that employ widely accepted standards of right and wrong to guide moral conduct in the development and use of AI technologies."*

- **Accuracy**

The technology is very impressive – but the accuracy of content that is created does need to be checked – in the same way you might when working with new colleagues in training

- **Security / Privacy**

AI relies on access to large amounts of data to learn from. We need to be very careful and clear about what data can be processed and how and where it is processed. Data protection and processing transparency are fundamental.

- **Cost and Scalability**

The computer power required, particularly by Generative AI systems, is significant and therefore there is a cost associated. We need to be mindful of the full costs of AI solutions, and how scalable this might, or might not make them

It is for these reasons we are exploring with **interest**, but **caution** at this stage



# Microsoft Copilot

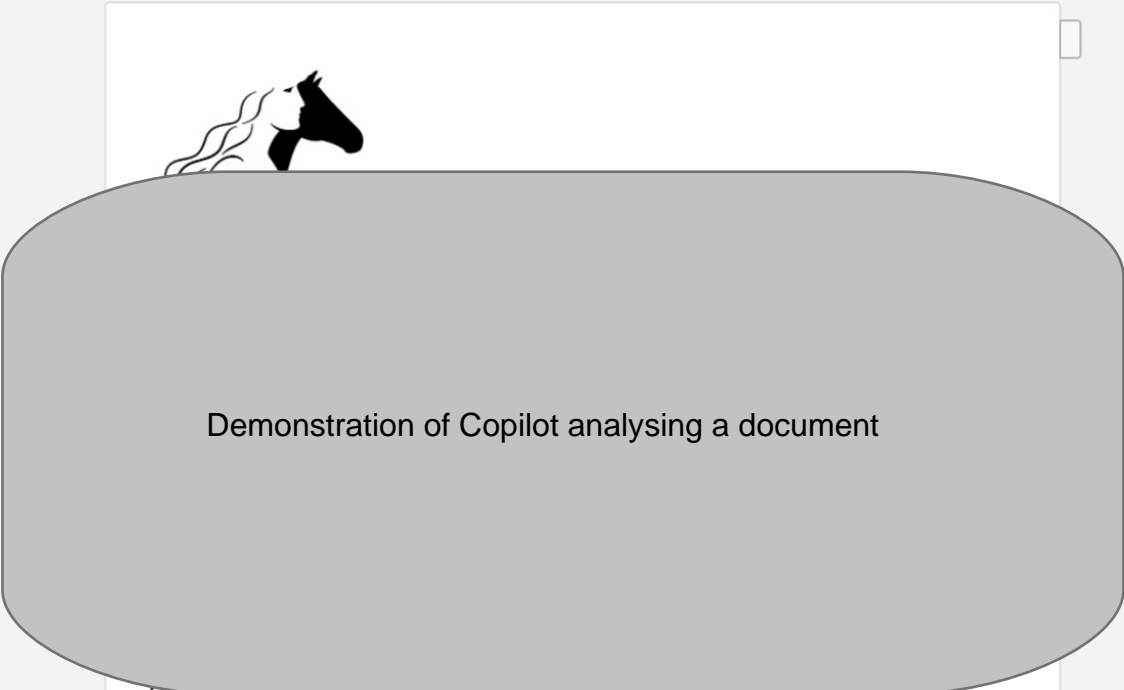
- Copilot is, as described by Microsoft...

*“Microsoft Copilot is an AI-powered assistant that can help you navigate tasks more efficiently. It is designed to incorporate the context and intelligence of the web, your work data, and what you are doing in the moment on your PC to provide better assistance.”*

- We will see what that actually means in a moment!
- Copilot is available through an additional license, per user, on our Microsoft estate. At the moment we are running a pilot for 300 users until the end of March to help us:
  - Develop our wider understanding and thinking about AI in the workplace
  - Develop a policy position regarding the use of AI
  - Define further use cases for where Copilot might provide benefit
  - Build a business case for any longer-term investment/deployment of Copilot







91%  
See 16 Editor suggestions

Coventry City Council has been awarded £5 million by the NIHR to create a pioneering research platform: the HDRC. This is part of a wider £50 million investment from the NIHR for a selected number of local authorities across the country to build capacity and capability to conduct high-quality research to address health inequalities and improve health outcomes. The HDRC will substantially increase the City Council's monitoring and evaluation capacity, enabling us to measure what works in addressing the wider determinants of health. The new HDRC will enable a culture change whereby our departments and staff are aware of the importance of the wider determinants of health and are confident in using, sharing and creating new research evidence. As a result of the HDRC, staff will be equipped and inspired to be innovative in their thinking, to develop research questions and seek support from the HDRC for research grant applications. Finally, the HDRC will engage communities.


Send From: Paul.Ward@coventry.gov.uk

To


Cc

Bcc

Add a subject Draft saved at 14:52

 Draft with Copilot Preview ✕

What do you want this email to say?



Generate →

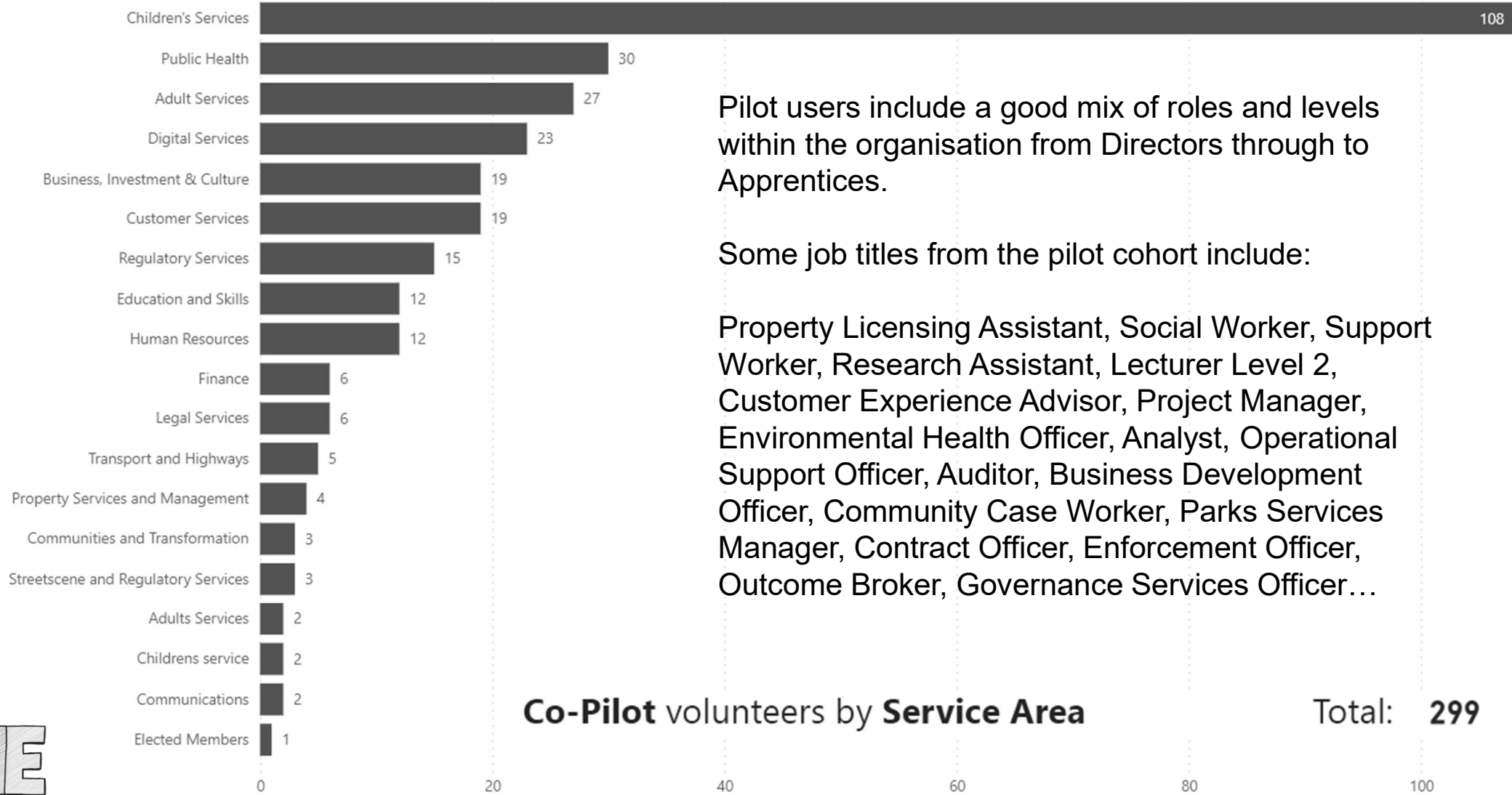
Demonstration of Copilot authoring an email

Select an item to read ✎ (No subject) ✕



Demonstration of Copilot creating a presentation

# Microsoft Copilot



Pilot users include a good mix of roles and levels within the organisation from Directors through to Apprentices.

Some job titles from the pilot cohort include:

Property Licensing Assistant, Social Worker, Support Worker, Research Assistant, Lecturer Level 2, Customer Experience Advisor, Project Manager, Environmental Health Officer, Analyst, Operational Support Officer, Auditor, Business Development Officer, Community Case Worker, Parks Services Manager, Contract Officer, Enforcement Officer, Outcome Broker, Governance Services Officer...

**Co-Pilot** volunteers by **Service Area**

Total: **299**



# Microsoft Copilot

How have you found using Copilot in the last two weeks?

50%  
Somewhat easy

22%  
Neutral

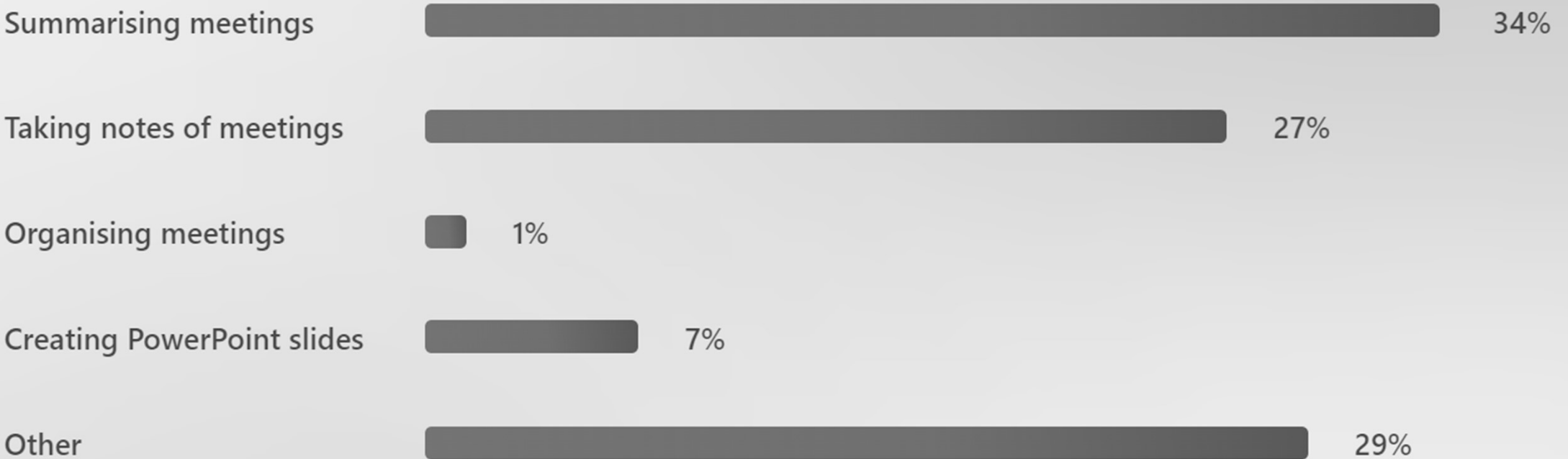
14%  
Extremely easy

12%  
Difficult



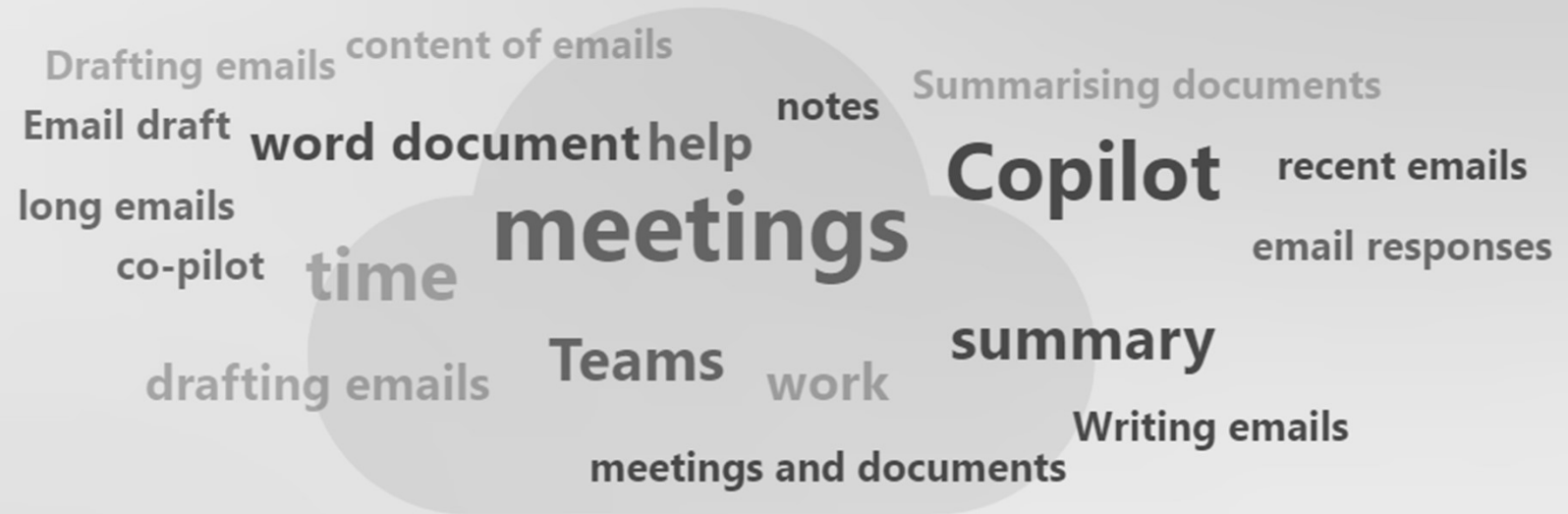
# Microsoft Copilot

Has using Copilot helped to save you time when completing any of the following tasks?  
Please tick the other option and tell us if there are other tasks that Copilot has helped...



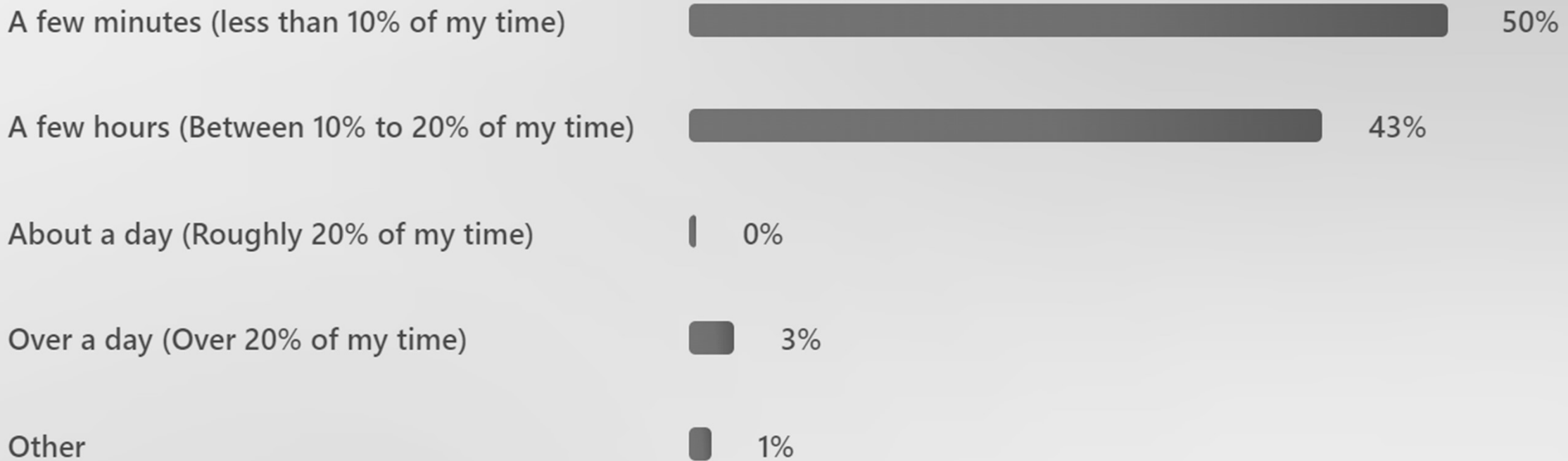
# Microsoft Copilot

If you answered other, please tell us more below?



# Microsoft Copilot

How much time has Copilot saved you in the last two weeks?





# Wider organisational AI use-cases

- Areas that currently need a large amount of administrative effort
- Areas that require linking lots of bits of data together
- Areas that would benefit from being able to analyse and summarise large amounts of data
- Areas where data input / manipulation into a line of business system is time intensive
- Areas that could benefit from “chatbot” type functionality
- Generic, repeatable tasks where there is similar activity undertaken irrespective of service area

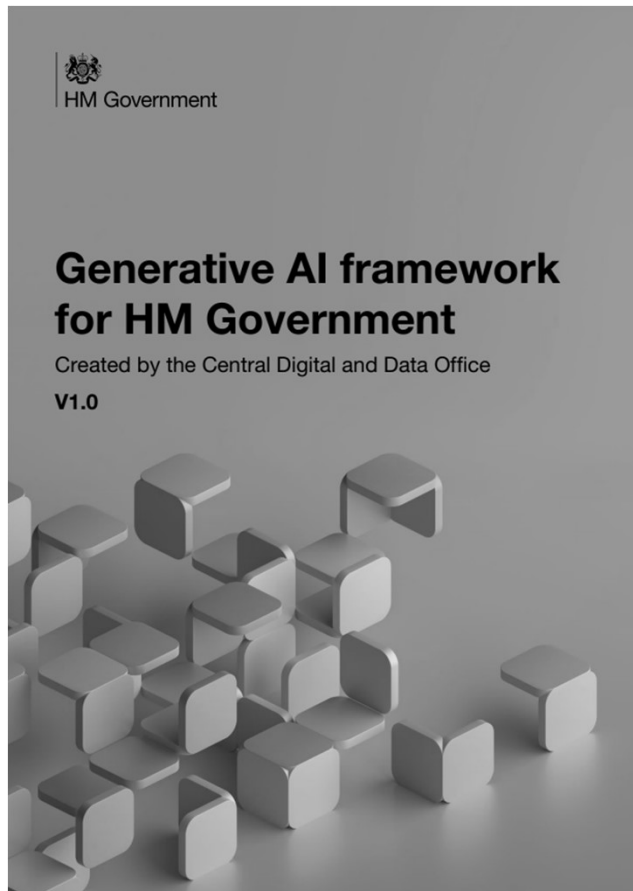


# Our approach to a policy position for AI

- Alongside reviewing and piloting technology we are also building a policy position for the use of AI
- We are currently drafting, in conjunction with Information Governance colleagues
  - **A corporate policy regarding the use of Generative AI.** This is building on a framework that has been developed by SOCITM and we are adapting for the City Council. The policy outlines the guidelines for governance, vendor practices, confidentiality, accuracy, ethical use, disclosure, and integration with other tools.
  - **AI Do's and Don't guidance** for colleagues designed as a brief guide to help employees use AI responsibly and effectively
  - **An AI code of practice** position that, at an appropriate time, we can publish which seeks to provide assurances that any use Coventry City Council makes of Artificial Intelligence will prioritise ethical considerations, fostering a positive impact on citizens and society.
- All of the above will include input from across the organisation including Unions, Employee Networks etc.
- We are engaged on the LGA Local Government AI Network



# The wider governance position for AI



- As this is a rapidly developing area, the wider governance position and frameworks are also rapidly developing
- Generative AI framework for HM Government published 18<sup>th</sup> January 2024
- This sets out the following principles for the use of Generative AI for government departments/organisations:

**Principle 1: You know what generative AI is and what its limitations are**

**Principle 2: You use generative AI lawfully, ethically and responsibly**

**Principle 3: You know how to keep generative AI tools secure**

**Principle 4: You have meaningful human control at the right stage**

**Principle 5: You understand how to manage the full generative AI lifecycle**

**Principle 6: You use the right tool for the job**

**Principle 7: You are open and collaborative**

**Principle 8: You work with commercial colleagues from the start**

**Principle 9: You have the skills and expertise that you need to build and use generative AI**

**Principle 10: You use these principles alongside your organisation's policies and have the right assurance in place**



# Next steps

- To better align resources and coordinate activity. All AI exploration and projects are being managed and delivered through the Coventry Connects, One Coventry Transformation programme. This programme is jointly led by our Head of Customer Services and Head of Digital Services.
- Copilot pilot is running until the end of March, work is underway on developing a business case
- Continuing to develop our policy position
- Keeping track and pace with wider governance positions and frameworks from government and industry
- Exploring wider organisational use-cases and potential pilot areas where AI would support process improvement, deliver efficiency and savings
- AI will form a key part of our consolidated Digital Strategy being created over the next 12 months
- Keeping track of AI use cases across local government – looking for areas of best practice or innovation – also feeding our findings into wider cross organizational forums to share what we are finding



## In summary...

- AI tools will inevitably play a key role in how the organisation and our colleagues operate.
- There is a significant amount of “hype” regarding AI – we need to be mindful of that and continue to look for strong, evidence backed use cases before we assign specific savings targets to AI.
- There are no silver bullets – the success of AI tooling will be dependent on our adoption of new technology, changing working practices and our approach to data quality and information management.
- We need to continue to promote our upskilling initiatives regarding data (Data Academy apprenticeships)
- We need to continue to progress our work on our policy positions and thinking about the safe and ethical use of AI
- Reminder of our mission statement which is to **explore the potential of AI in the context of cross organisation service improvement and efficiency, proceeding with interest, but caution.**



**Thank you**

**Any questions?**



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