

The Introduction of Artificial Intelligence AI Co-Pilots

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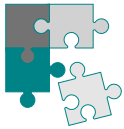
Why AI...



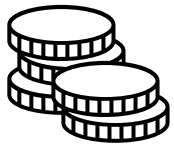
Growing waiting lists



Increased demand



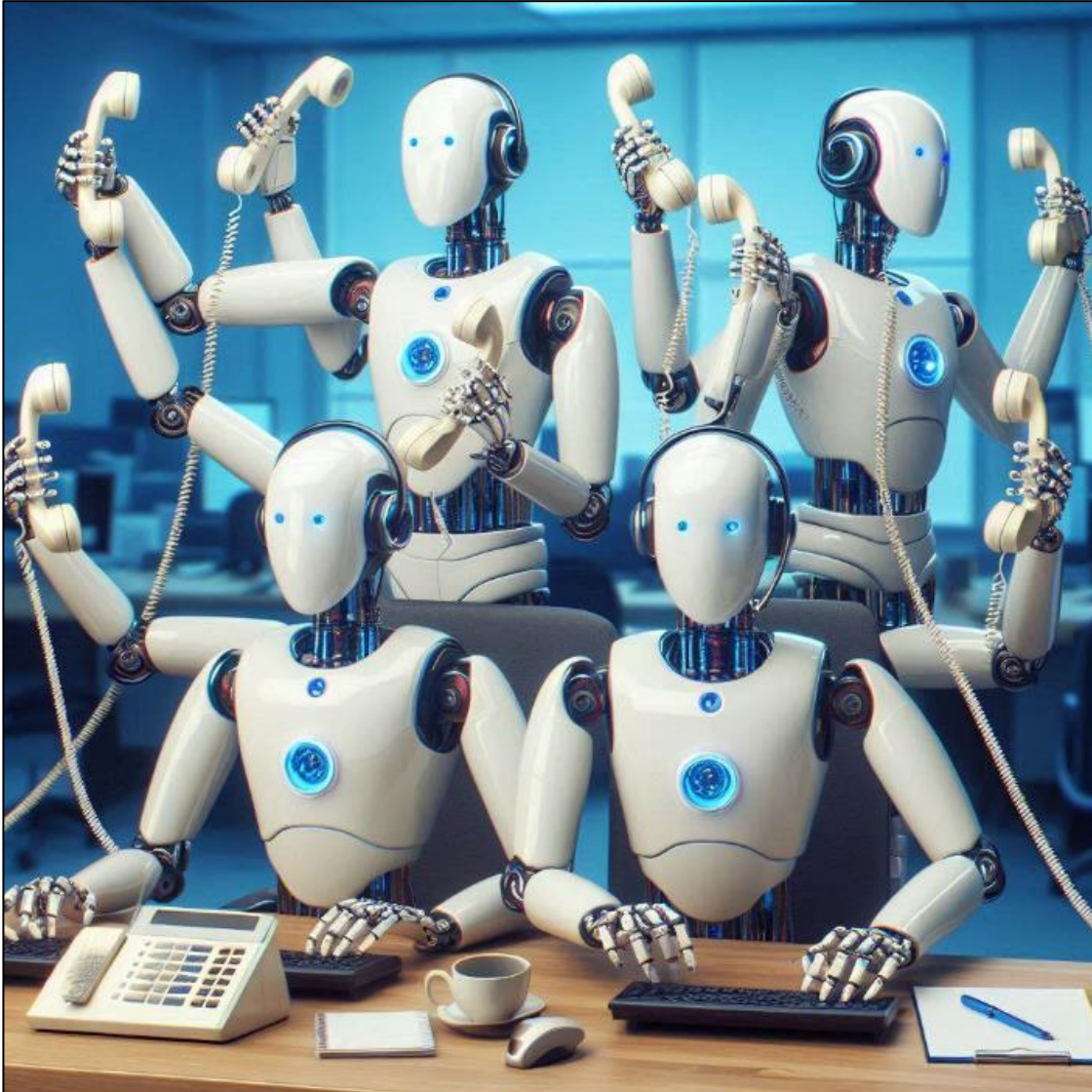
Increased complexity



Challenging financial backdrop



What have we done to date?



Derby City Council and Derby Homes partnered with ICS.AI in January 2023, the Council launched Darcie and Derby Homes launched Ali as web Digital Helpers, becoming the first council in the UK to replace its main switchboard with a phone-based AI Assistant proficient in Council services.

What's the goal?



What are we developing now?

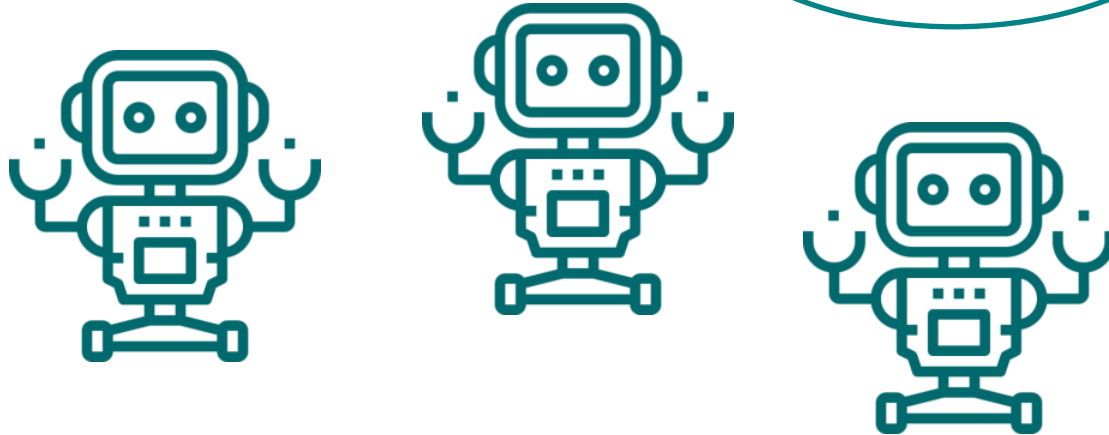
Generative AI Large Language Model

Ability to handle multi-lingual enquiries

Aid users with self-service Financial Assessments

Live Chat for web-based human-in-the-loop interactions

Handle & Process Contact Assessment Requests



Aid users with Benefits Maximisation

Handle & Process Unscheduled Review Requests

Handle & Process Safeguarding Notifications

Handle & Process Shared Lives Requests

What is happening first?

With ICS.AI, Derby is creating an AI co-pilot to support with adults Care Act reviews.

The co-pilot will have the ability to make recommendations about care packages based on all of the information we hold in LAS.

Draft support plans will be created our Social Workers will review and amend to ensure they meet people's needs in The most effective way.

Derby have brought in two specialist Occupational Therapy organisations to strengthen and update the information we have about people's needs. Their work will increase the number of people who are support with equipment and TEC



What's next?

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What's next?



AI will support us to triage safeguarding referrals instantaneously.

Make recommendations about the severity of the risk and allocate a rating.

Distinguish between safeguarding and quality concerns.

Constantly re-prioritise the order in which referrals should be actioned.

Identify themes and trends in referrals, highlighting emerging areas of risk for the city.

Highlight any spikes in activity.



AI is not taking over!

