directors of adass adult social services North West

NW ADASS Artificial Intelligence (AI) Project

Report on the use of Artificial Intelligence in Adult Social Care, 2024

Transmute Worldwide Ltd.

Commissioned by North West Association of Directors of Adult Social Services (NW ADASS).

31 October 2024.

Contents

01 Remit

In June 2024 Transmute Worldwide Ltd was commissioned through an open tender to undertake an AI project for NW ADASS.

The Project set out to produce three assets.

Asset 01 - A report focussing on the questions below using desk-based research and interviews with Commissioners, TEC & Digital leads, Service Users, other ADASS regions, and the Digital Social Care Advisory Group (DSCAG) to understand AI in Adult Social Care:

a. Understand what AI is in the Adult Social Care field specifically – is there an agreed definition, and if so, what is it?
b. How is AI currently used in Adult Social Care?
c. What AI is currently utilised in North West Local Authorities (LAs) in Adult Social Care?
d. What are the challenges in the utilisation of AI in Adult Social Care?
e. What opportunities could AI offer in Adult Social Care?

Asset 02 - A public-facing Good Practice Guide to AI and Adult Social Care.

Asset 03 - A specification addressing one of the NW ADASS challenges in Adult Social Care.

This document is the Report only, Asset 01.

1.1 Primary and Secondary Research

Review of background documents sent by NW ADASS

Step 1 Internal to NW ADASS - A review of background documents supplied by NW ADASS was undertaken. This included but was not limited to, previous internal gathered knowledge by the NW ADASS TEC and Digital lead and the evolving AI use cases convened from the Local Government Association (LGA) Digital Strategic Network.

Outreach to closed groups

Step 2 Outreach to closed groups
A short form was designed to gather reports, information and data to be served to internal local government groups that were closed to researchers outside of a gov.uk email address. The NW ADASS TEC and Digital Lead sent the form to the LGA Digital Strategic Network and LGA AI network in local government.

Step 3 Privileged outreach and industry relationships
The research team has industry relationships built from 20 years of central and local government delivery experience that were also approached to contribute opinion and research.

Step 4 Horizon scanning
Understanding that best practices for AI and Adult Social Care are not necessarily in the UK, overseas social care provisions and understanding their use of AI were also investigated.

1.2 Interviews – North West

The remit allowed undertaking 8 interviews in the North West.

It was important to seek opinions from different councils and roles.

Interview respondents were from Cheshire East, Cheshire West, Liverpool, Rochdale, St Helens, Westmorland and Furness and Wigan Councils.

Input and steering were provided by the NW ADASS AI Project Working Group and North West ADASS TEC and Digital Programme Board.

The roles of the people interviewed included:

- Director of Adult Social Care
- Business Analyst
- Co-chair of the National Principle Social Worker Network and Principal Social Worker
- Joint Intelligence Unit Manager for Adults
- Mental Capacity Act / Deprivation of Liberty Safeguards Practice Manager
- Senior Manager for Mental Health and Transitions
- Strategic Commissioning Manager
- Systems Support Manager

1.3 Interviews – Other Organisations and ADASS Regions outside of North West

The remit asked for interviews with DCSAG and ADASS regions, which was exceeded out of interest to the project.

Interview respondents from other organisations included respondents from Buckinghamshire, Gateshead, Somerset and South West Councils; the North East Association of Directors of Adult Social Services; a partnership between the LGA and ADASS; Newcastle University and Powys Government.

Roles included:

- Business Applications Manager
- Care and Health Improvement Adviser for Digital Technology in Adult Social Care
- Children's And Adults Applications Team Manager
- Co-Chair of the Local Government Co-pilot Collaboration Group
- Executive Director Digital Services
- Head of Digital and AI Program Leader
- Head of Programmes: Digital
- Research Associate Population Health Sciences Institute
- Research Portfolio Lead for Health Determinants Research Collaboration
- Policy and Projects Manager
- Service Director: Information Technology
- Technical Architect

1.4 People with lived experience

Two interviews were conducted with people with lived experience as well as a Focus Group for people with lived experience and their care teams. While the number of authentic voices was not significant in research quotas, the depth of qualitative information was useful for the project.

Scope and Limitations

The project scope was limited to a fixed cost of £15 000 including VAT for all elements.

The project was delivered over the summer period when access to key individuals was more limited.

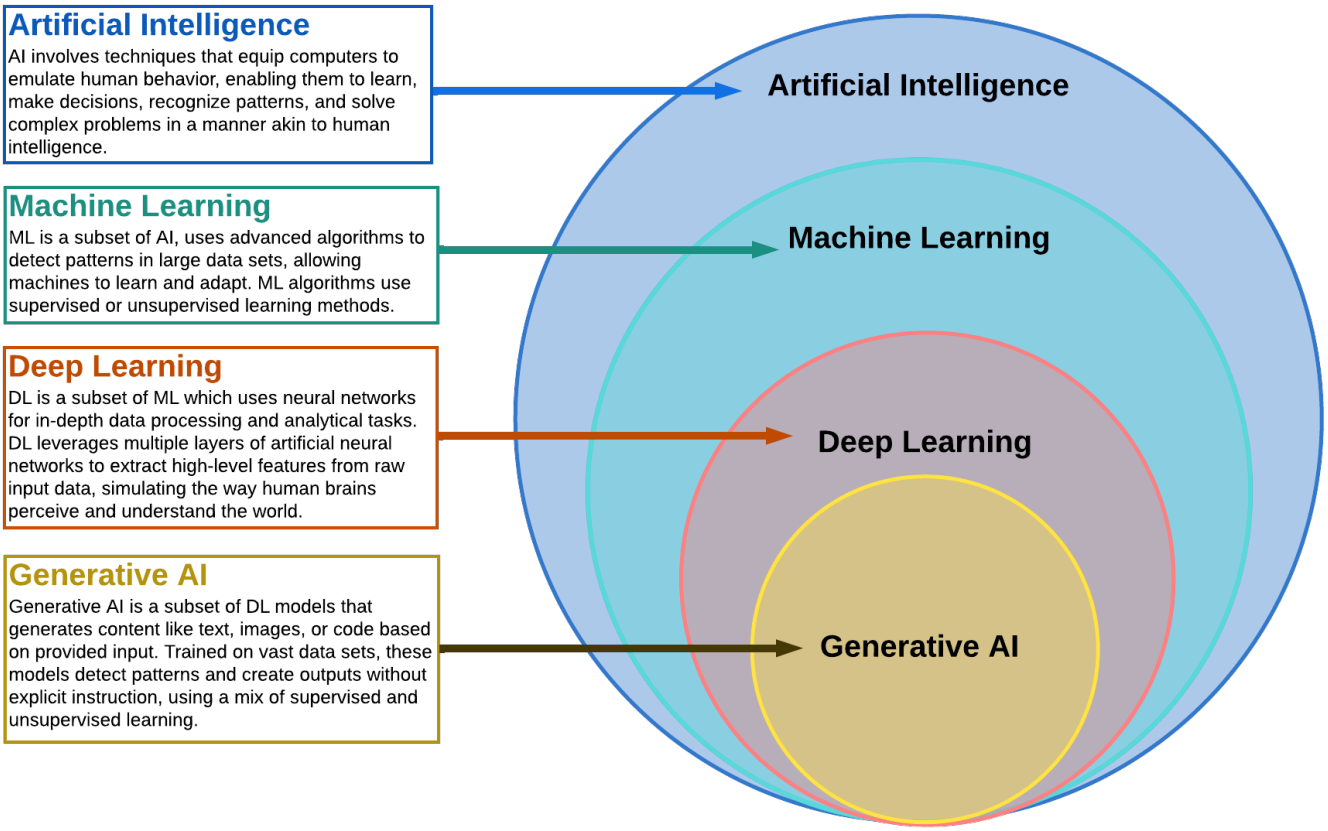
02 AI and Adult Social Care definition

There is no definition of AI in Social Care being used in the documents shared, primary and secondary research or interviews.

2.1 AI classifications

It is helpful to consider different classifications of related technologies within Artificial Intelligence.

This model 'Unraveling AI Complexity: A Comparative View of AI, Machine Learning, Deep Learning, and Generative AI[1]' created by Lily Popova Zhuhadar 29 July 2023 gives useful categorisation.



[1] This file is licensed under the Creative Commons Attribution-Share Alike 4.0 International license.

2.2 Useful categories for AI use in Adult Social Care

Below are some of the key headline categories for the use of AI in Adult Social Care, raised through this project, listed in decreasing complexity.

- Interoperability
- Process engineering
- Prediction
- Data analysis and management
- Pre-Front Door and Front Door
- Field staff efficiency and productivity
- Office staff efficiency and productivity

03 How AI is currently being used in Adult Social Care in the UK

3.1 High-level categories

The high-level uses of AI currently being used for Adult Social Care in the UK are depicted here in two lists: AI-specific use case themes in Adult Social Care and AI themes being used within Adult Social Care that are not specific to Adult Social Care and have wider use in the council.

Specific to Adult Social Care

- ASC Triage assessments
- Assisted living - devices
- Case Audits
- Prediction - falls
- Procurement - care workers passports
- Robotic Process Automation to update case notes
- Social Worker notes and case assessments
- Virtual wards

Not Specific to Adult Social Care, but used in Adult Social Care

- Audio to text
- Chatbots
- Creating own AI Models
- Creating Easy Read documents
- Data analytics
- Data management
- Ethics – particularly data protection on impact assessments
- Form population
- Front Door self-service for information and advice
- Prediction
- Sentiment analysis
- Staff efficiencies
- Staff productivity
- Text analysis
- Text summarisation
- Triage assessment
- Workflow processes

04 AI current use in Adult Social Care in the UK and North West

How AI is currently being used in the UK overall and what specifically of these activities using AI is currently being used in the North West as well as early pilots and testing in the North West.

AI Category	Description	North West Use	North West Pilots /Testing
Accessibility	Form readers	Y	Y
Assisted Living	Interactive robot with in-house sensory data connectivity	Y	
	Nobi lamps	Y	
	Smart House apps: heating & door sensors, dementia clocks	Y	
	Virtual carers and virtual day centres		Y
Data Analytics	Azure Open AI for thematic analysis		
	Analytics into drug-related deaths		
	Better distribution of priority needs		Y
Data Portability	Opportunities to create greater efficiency for staff through data portability		Y
Data Management	Building libraries of information		
	Consultation feedback mining		
	Data cleaning and data strategy	Y	
	Fine-tuning data		
Easy Read	Producing Easy Read versions	Y	
Ethics	Combined NHS and Council Health Ethics Frameworks		
Front Door	Exploring chatbots - enhancing customer & internal comms		
	Moving people to the right services		Y
Prediction	Using AI to gather keywords from data to anticipate needs		
	Microsoft Copilot: Falls prediction and predicting risk		Y
Prevention	Alerts to check safety	Y	Y
Procurement	Specification, creating business requirements, documentation		
Staff efficiency	Audio to text	Y	
	Drafting case notes		Y
	Care assessment: summarisation and recommendations		Y
	Collating information		
	Job description and role creation	Y	
	Report writing and creating documentation		
	Text summarisation - papers for meetings	Y	
	Summarising meetings, drafting emails, research		
	Rewriting documents for staff with dyslexia or neurodiversity		
	Rewriting documents for staff with English as a 2nd language		
	Support for staff with hearing impairments: voice-to-text		
Telephony	Using AI in Telephony		Y
Text analysis	Optical Character Recognition to turn handwriting into text	Y	
Text summarisation	Key themes, text insights, year-on-year comparisons	Y	Y
	Minute-taking	Y	
	Read PDFs	Y	
Triage assessment	Connecting people with the caregivers needed	Y	

05 Key challenges in the utilisation of AI

These challenges were raised in the interviews, their application is wider than just Adult Social Care. For this report, 12 categories were used to depict the key challenges in the use of AI as stated from the interviews.

The challenges here can be addressed by any individual team, any Council, the NW ADASS region, any ADASS region or any other units considering AI challenges.

5.1 Appropriate use of technology

Appropriate use

- Not everyone knows the guardrails in using Large Language Models (LLMs[2]) in the context of privacy and personal data. Having policy on AI is important or incorporating AI policies into larger policies.
- People need to understand appropriate policy use on not excluding people based on keywords.

Assisted device policy

- There is little policy and governance for the use of smart speakers, policy needs to evolve.
- The need to ensure customers of the privacy that protects them with home sensors.

Automation bias[3]

- The need to ensure people are aware of automation bias.

5.2 Change management and culture

Change management

- A high level of change and innovation is needed, AI projects must account for the appropriate processes and time needed in managing change.

Culture

- Culture change needs to address making AI acceptance and the adoption of new technologies easier.
- Digital Technology is about culture change not just technical products: all technology programmes need to account for this.
- The current hype for AI is too high and setting unrealistic expectations.

5.3 Capacity and staffing

Capacity

- The demand on people and services in councils versus the investment in time and money to use tools to save costs and provide better services and experiences.

Staffing

- Ensure effective resourcing.
- More about the barriers to adoption from a staff culture needs to be understood to determine effective solutions.

[2] An LLM, or Large Language Model, is a type of artificial intelligence model that processes and generates human-like text based on a large dataset of text from various sources.

[3] Automation bias refers to our tendency to favour suggestions from automated decision-making systems and to ignore contradictory information.

5.4 Cost and ROI

Cost

- Some technologies are cost-prohibitive for teams or the Council. Alternative approaches are to build DevOps[4] Teams internally and build or use lighter-weight tools effectively.

Time cost

- Education on technology is critical to smooth adoption.
- The inherent training, trying and learning activation in prompting to get the right outcome as well as template design in any internal LLM system to ensure prompt responses are filed into the right category.

Undiscovered costs

- Local authorities do not want to commit to aligning their assessment tools with providers that may decide to change the charging business model. It may then be unaffordable after committing to it.

Return on Investment (ROI) considerations

- There is currently a lack of evidence for ROI in the North West. Although, whilst some councils that have implemented AI in the last 18 months have some ROI, all advice is that it is too early for hard numbers.
- Institutional efficiencies can be calculated by personal efficiency and productivity. Time saved is one of the first measures, but ROI savings are different by job function. It can range from saving 2-10 hours a week on efficiency measures. Standardisation of measures would be useful.
- Whilst some LAs have reported early findings of the ROI of AI implementation, thorough cost-benefit analysis models do not yet exist as it is too early yet for longitudinal studies.
- There is constant demand and pressure in terms of ROI for AI, and many implementations are in the development stage where ROI does not immediately present itself.
- ROI must focus on more than monetary investment. Internal soft benefits include staff satisfaction, attracting the appropriate future talent with the right tools and enabling staff to spend less time on the reporting of stressful situations, helping to reduce work stress and anxiety. External soft benefits include the ease of use of Adult Care Services and the comfort and reassurance of people with lived experience and their carers provided by tools such as assisted living devices. These are all also valid measures.

5.5 Data management

Data quality and organisation

- Ensure data is clean.
- Ensure data is in the right state to enable pre-population of forms.
- For predictive analytics, good, high-quality data is needed, to connect that data with other data sets, and to have all AI in a local authority to have access to it.

Data protection

- Human decisions must be made to ensure data protection.

[4] DevOps is a set of practices, tools, and a cultural philosophy aimed at improving collaboration and integration between software development (Dev) and IT operations (Ops) teams. The primary goal of DevOps is to shorten the software development lifecycle, enabling faster delivery of high-quality software by automating and optimising processes like building, testing, and deploying applications.

Data security

- Ensure there are good, documented practitioner processes.

Data sharing

- Experience in deploying large-scale bespoke solutions to support system challenges is required.
- Navigating data in closed systems.

Data sovereignty[5]

- It is important to ensure AI tools respect UK and EU data sovereignty and are managed within the council's data governance framework.

5.6 Digital maturity and infrastructure

Digital maturity

- Basic digital infrastructure management needs to be addressed before AI is adopted to give solid foundations to build on.
- There is low current digital infrastructure maturity.
- Lack of Adult Social Care digitalisation and interoperability.
- Digital technology must link across all areas.

Digital literacy

- Digital literacy is currently low.

The blurred boundaries of digital and data

- There are blurred boundaries around the relationship between digital and data.

5.7 Governance and Ethics

Governance

- Currently there are few policies, little standardised process, little governance, and few task forces.
- No governance on conversation analytics.
- Information Governance due to data sensitivity and the vulnerability of data subjects is key.

Ethics

- The clear need for ethical standards and to balance innovation with ethical considerations and data protection compliance.
- The need for algorithmic recording[6] and data protection impact assessments (DPIAs) tailored to AI methodologies.
- The implementation of algorithmic recording requirements to ensure transparency and accountability in AI applications, aligning with national government standards and anticipating local government requirements.
- Carelines (telephony and chatbots) must consider ethics, data and IT.

[5] Data sovereignty refers to the concept that digital information is subject to the laws and governance of the country in which it is collected, stored, or processed. This means that data, especially sensitive or personal information, must be managed in accordance with the legal and regulatory frameworks of the nation where it physically resides.

[6] Algorithmic recording is the process of documenting the operation, decision-making processes, and outcomes of algorithms in automated or AI-driven systems. This recording can include logging data inputs, outputs, and the steps taken within an algorithm, providing a transparent trail that can be reviewed, audited, or analysed.

AI and the Green Agenda

- Councils should develop governance frameworks for AI that incorporate sustainability principles, ensuring AI projects consider environmental impact assessments and are designed with green considerations.

5.8 Care and privacy risk

Care risk

- Risk of stratification using AI for overdue reviews, people can have complex interlinked needs.
- Medication prompts may conflict, particularly if partial data is used or some medication is unconnected.

Privacy in the context of Care data

- Some people with lived experience have expressed that they want sensory tracking when helpful but don't want sensory tracking 24/7 or want the ability to have tracking on or off.
- More work needs to be done to remove access to legacy systems for council workers who move jobs both as they leave council employment or move roles within a council.
- Sensory devices in homes track body movements only, not filming, people need to be reassured.

5.9 Public perception

Public fear

- Public concern about data security of commercial smart speaker devices and where their data will end up.
- Public concern on over-reliance on assisted living devices in the event of a power cut.
- Concern that AI devices may be programmed incorrectly.

Myth busting needed

- The uptake of AI increases the public concern that AI will make care decisions, not people. AI is used to make suggestions not decisions. Care must be taken to communicate well that only people-led health and care decisions are used.

5.10 Staff skills and concerns

Staff Skills

- Staff need to be trained effectively on AI tools and given the time to experiment and learn.
- Councils must move to an agile approach to iterate and learn fast. This is a new way of working and not necessarily the way some people have worked in the past. Agile practices need to be embedded.
- Building and developing robust prompts and communicating that this improves with time, the more prompts are tested and tried.
- Ensure that staff expertise and experience are not lost in the utilisation of AI.
- The right engineering and DevOps capability to make the most of AI opportunities.
- Specific expertise is needed in the wider healthcare sector with teams covering Information Governance to ensure data sharing and data protection issues are factored into any new technology partner agreements.

Staff concern

- Some staff are still unclear if Microsoft Copilot's processing of data is appropriate. It is and needs to be communicated more effectively.
- AI making some jobs obsolete.
- Having to retrain or relearn.
- Nervousness using AI from lack of understanding of how to use it, what to use it for, how to use it effectively and how to communicate to audiences how it is being used and what it is being used for.
- Appropriate concern on the reliability of responses of very sensitive data.
- There is an expectation that AI is going to be the solution to wild problems. There are high expectations and a real danger of being disappointed because it's currently difficult to implement robust solutions.
- If people get refused services and know AI is involved, even though AI doesn't make the decisions, people may complain or appeal. Every care should be undertaken to demystify and communicate the use of AI to reduce getting overrun with questions which could be addressed upfront.

Staff scepticism

- In the use and learning journey staff have been exposed to tools that have made factually incorrect suggestions and errors, and this has coloured opinion negatively on the reliability of tools.
- There is appropriate scepticism about the tools not yet being as accurate as experienced social workers with good systems.
- In implementing tools there is a degree of work to be done to get the prompting right and challenges in hallucinations[7] for social workers to have confidence in the accuracy of the tools.

5.11 Processes and strategic alignment

Demand signalling from the Adult Social Care sector

- Working out demand and prioritisation.

Problem definition

- Looking at the key areas of interest for the problem and the potential solutions. Care must be taken in not heading straight to a solution without spending a longer time interrogating the problem.

Process redesign

- In some cases, processes must be changed to adapt to using AI effectively, for example in terms of conducting interviews and the upfront instructions needed to capture voice-to-text effectively.

Procurement

- Procurement rules need to evolve to allow for the specification of AI including, but not limited to, assisted devices.

Strategic input

- A high level of strategic input has been required; this is shifting to more of a focus on delivering support to councils although strategic input will always be required.
- Some councils need help in a strategic approach to AI.

[7] AI hallucinations are instances where an artificial intelligence model, like a large language model (LLM), generates information that sounds plausible but is incorrect, misleading, or entirely made up. This can happen because the AI is designed to produce fluent, contextually relevant responses based on patterns in its training data, but it doesn't truly "understand" the facts or verify them. As a result, it might confidently provide details, names, or events that don't exist which for the user can be confusing, as the AI's answers may look accurate even when they are not.

5.12 Technical differentiation and reliability

Technical differentiation

- Tech stacks[8] across councils may differ.
- Some new unitary councils have 5 or more tech stacks to combine before AI can be applied.

Reliability

- Understanding hallucinations in LLMs and prompt engineering mitigation.
- Generative AI is designed to summarise concisely - this presents a challenge in terms of safeguarding meeting minutes as the content is often far too short, missing out on vital detail and discussion.

[8] The combination of technologies, programming languages, frameworks, and tools that an organisation uses to build and run its applications and digital services. A tech stack typically includes both front-end (user interface) and back-end (server, database) components.

06 Challenges specifying AI Adult Social Care solution for the North West

Different to the main challenges presented above, or of significant importance in using AI, there were specific challenges in being able to specify an AI solution for NW ADASS that would be effective across 23 councils.

6.1 Challenge 1: Hallucinations in LLMs

Generative AI tools are still evolving. Even the most secure, robust, most-invested in and most-used generative AI tools still hallucinate – the tendency for models to generate information that is not accurate or based on reality.

When dealing with care issues and the support people need, providers need the information they are using to be accurate, this is more pertinent to Adult Social Care and health-related provisions than in other working scenarios.

Difficulties have arisen in the trust of the information summarised by LLMs when inaccuracies have been found.

6.2 Challenge 2: Team capacity to train, use and utilise new technology

To learn how to operate new generative AI tools to best effect, people have needed to iterate, try, test and learn with the tool itself, rather than off the shelf or bespoke training.

Individual and team capacity to learn has taken much more time than originally anticipated. Not all individuals have the available time to learn to use the tools as effectively as the tools can serve them.

The capacity and skill of teams across councils in NW ADASS varies.

6.3 Challenge 3: Sophisticated or costly applications have pan-council use

Some technology applications have multiple uses that reach far more opportunities than within Adult Social Care. Sophisticated tools often come with a much larger price point than is justifiable for solely Adult Social Care when the tool can potentially be used council wide.

Often a council-based decision for tool adoption pan-council sits outside of Adult Social Care.

The return on investment of both hard and soft measures may only be justifiable across multiple services within one council.

In specifying tools, a pan-council approach will make multiple-use tools affordable for Adult Social Care teams to also use.

For NW ADASS, complications arise as a cross-cutting role and specialism across 23 councils when pan-council costs and solutions need justification for tools.

6.4 Challenge 4: Tech stacks vary

In deploying technology solutions across several councils, technology stacks may vary which will affect the feasibility of using a new tool across many councils.

6.5 Challenge 5: Differing levels of maturity, size, cost and team contribution

There is a disparity in the AI and digital maturity of councils across the NW ADASS region. Individuals within councils are also in different stages of digital maturity.

There is variety in the number of people working within councils, and therefore a disparity in the numbers of licences some councils may need as opposed to other councils.

In the provision of an equitable service solution across councils, owing to some services charging for a number of licenses there cannot be a one-cost or a one-fit approach for council participation on the licence fee payment model.

The cost contribution and team contribution will vary per council.

07 Opportunities AI can offer Adult Social Care from stated need

Through the interviews, these were the top needs as stated by Adult Social Care professionals.

This list provided the opportunity universe for Asset 3, the AI Specification that NW ADASS asked for as part of this project.

No	Theme	Specifics	Adult Social Care (ASC) vs. General need
1	Data and Analytics	Data analysis, management and operations	General
		Insights for prevention	General
		Prediction - modelling resources and risk	General
		Visualisation and Genograms	ASC
2	Productivity and Efficiency	Realtime advice	General
		Real-time list management	General
		Redacting	General
		Staff efficiency - copy support	General
		Text analysis and summarisation	General
		Voice activation and Voice to text	General
3	Social Care and Wellbeing	Care Plans	ASC
		Social Care Assessments	ASC
		Wellbeing for residents	ASC
		Waitlist and care prioritisation	ASC
		Resource prioritisation	General
4	Front Door and Access	Pre-front door	General
		Front door	General
		Chatbots and telephony solutions	General
5	Home and Community Support	Community equipment and devices	ASC
		Remote view and interaction	ASC
		Robotics	ASC
		Sensors	ASC
		Smart security	ASC
		Smart TV	ASC
		Wearables	ASC
6	Specialised Tools and Formats	Production of Easy Read versions of documents and communications	ASC
		Translation tools	General

08 Key criteria considerations in specifying AI

Here are key criteria developed for prioritising digital transformation in councils.

In using these criteria, the starting point will always be the overall NW ADASS business objectives and the project objectives that are delivering against the overall business objectives.

Therefore, teams using the suggested evaluation criteria may decide which to prioritise.

The list is by no means exhaustive and serves as a basis in the absence of project-defining criteria.

The rubric used for the specification has purposefully not been provided here, the preceding challenges and criteria below were used to define Asset 3, the chosen AI Specification selected by NW ADASS in this project.

8.1 Specific to AI and Adult Social Care

- Will customer health and care data be secure?
- Will the solution ensure that there is always human not AI decision-making?
- Has every precaution been taken to limit generative AI inaccuracies?
- By using AI are we putting anyone at risk or is any group at a disadvantage?
- How can the use of AI translate into impactful outcomes for individuals?

8.2 General digital and AI projects

- Is there a clear problem that the solution is trying to solve?
- Do the team have the budget?
- Does it deliver against the business objectives?
- Will it save cost, drive revenue or be able to demonstrate other measurable value?
- Are the team/service owners ready for the change?
- Do you have the team capacity to implement?
- Is there a high chance of early, demonstrable success?

Depending on the type of project, you may also want to include:

- Does this positively impact the highest number of customers?
- Does this enable our workforce to work more efficiently or productively?
- Does it have tangible customer benefit?
- Does it demonstrate innovation?
- Is it supportive of our product roadmap?
- Is it building a solid foundation for future growth?
- Is it impactful?
- Will AI / the technologies we aim to use improve the service?

09 Considerations

9.1 Challenges

The challenges stated in the document are by no means comprehensive. They capture the key concerns in AI implementation in Adult Social Care in the UK in 2024 that this project has been able to ascertain within its scope.

The preceding challenges can be used per project, per council or for the NW ADASS region overall. As AI adoption becomes more prevalent, this list will alter, grow and change.

When implementing new AI projects, refer to the list and ensure that the challenges relative to the project are being addressed and considered.

9.2 Governance and Ethics

The necessity of maintaining clear ethical standards to foster trust and responsible use of AI technologies is needed.

The majority of the use of AI in Adult Social Care has grown sporadically without clear Governance Frameworks. There is a good practice of AI approach and Governance in councils that have been operating AI longer such as Buckinghamshire Council and good pragmatic approaches to Governance such as SW ADASS and the cross-government Microsoft Copilot group.

9.3 Strategic approach

NW ADASS could benefit from a taskforce style approach or structured collaboration across NW ADASS, across other ADASS regions and other AI-leading public sector organisations and councils. Any taskforce should ensure there are a whole range of stakeholders who look at benefits, and implications, and make decisions about whether AI solutions are fit for purpose or what is needed to make them work.

There is some work underway to look at AI provision nationally for Principle Social Workers. Setting out a strategic approach to AI will be of future benefit as well as economies of scale in licensing and buying power for tools. Driving an innovation culture change approach is also necessary to embrace AI successfully.

9.4 Measurement and ROI

Creating or collaborating on a standard way to evaluate the benefits of AI, not just in financial ROI, but also on important measures of staff efficacy, stress reduction and work engagement internally; and ease of use for customers would be of benefit to help justification of licence costs or further investment. As section *5.4 Costs and ROI* indicated there are soft measures for both staff and people with lived experience that need to be included.

9.5 Tech stack variation

At the point of research for other joined-up projects, NW ADASS could benefit from a Tech Stack Audit across councils - an understanding of technology software and hardware utilised in Adult Social Care to provide the intelligence for further economies of scale in technology deployment.

10 Resources

10.1 The NW ADASS Good Practice Guide

The NW ADASS Good Practice Guide is a suite of live documents, produced as part of this same commission, together with further curated links to help all public sector entities with their further specification and use of AI in Adult Social Care and beyond. The Guide is free and available here and contains:

- Maturity Matrix for AI in Adult Social Care
- Risk Register for AI in Adult Social Care
- Adult Social Care AI Solutions – a list of AI Solutions that can be searched with bandwidth costs
- Questions to ask AI solution providers
- Case Studies: Applications in AI and Adult Social Care
- Curated Advice from the UK Government on AI and Digital Guidance, Public Sector Use Cases and Academic Research

10.2 Other resources

Entities that add value to AI and Adult Social Care projects include the groups below, this list is by no means exhaustive, but a starting point for other future AI and Adult Social Care projects.

- ADASS regions
- Cross-Government Microsoft Copilot working group
- LGA Digital Strategic Network
- LGA AI network in local government

10.3 Contacts

For any queries or comments on this report please contact:

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