



## REQUEST 19451

1. How is artificial intelligence implemented within your ongoing services?
2. Has it boosted efficiency while working and can you identify what has worked well?
3. How have ethical risks such as bias or privacy been addressed if applicable?

## RESPONSE

1.
  - **Conversation to Assessment (QuickAction)**  
Mobile application that records conversations and transcribes them into a template. Works offline.  
Recording in-person conversations where connectivity may be limited, including situations where there is no fixed meeting time. Used for Adult Social Care Assessments.
  - **EHCP Plus (QuickAction)**  
Pulls together all required information into a first-draft Education, Health and Care Plan (EHCP), saving significant officer time and reducing backlogs. Its purpose is to speed up EHCP production, improve statutory-timescale compliance, and free staff to spend more time supporting children and families, while ensuring strong data-protection controls.
  - **Case Auditing Tool (QuickAction)**  
Reviews case files and documents to extract key information.  
Generates structured audit summaries automatically.  
Highlights gaps, risks, missing information and inconsistencies.  
Standardises audits using a templated review process.
  - **Note Taker (QuickAction)**  
Meeting transcription tool linked to calendar. Joins meetings automatically and produces notes/minutes based on templates.  
Regular statutory meetings that need formal minutes.
  - **Adult Social Care Virtual Assistant (Copilot Studio)**  
Public-facing chatbot (currently for Adult Social Care). Provides information and signposting.  
Answering public queries relating to Adult Social Care.
  - **Microsoft Copilot Chat**  
Day-to-day queries, quick meeting minutes, idea generation, web research, document drafting and refining.
  - **Microsoft Copilot 365**  
Evidence-based workers who need to retrieve and summarise information across multiple systems; creating structured meeting notes.

2. AI has already started to deliver real efficiencies across Wigan Council, particularly by reducing administrative workload, speeding up routine processes, and freeing frontline staff to focus more on relationship-based practice and earlier help. Early pilots have shown that tools like automated summarisation and AI-assisted reporting can cut down time spent on manual tasks and improve consistency, without compromising human oversight. What's going well is the clarity of our governance, the strong cross-service engagement, and the fact that staff themselves are identifying opportunities where AI genuinely adds value. We are now moving confidently out of the experimental phase: we've learned what works, we've established the guardrails, and we're entering our first full year of embedding and scaling the tools that have proven their worth. This next phase is about consolidation, sustainable rollout, and making sure the efficiencies we've unlocked become part of everyday practice across the organisation.
  
3. We have an AI Working group that meets monthly to discuss anything that is using AI. The group consists of members from Digital, Information Governance (IG), Audit, Performance and Insight, Human Resources and Public Relations/Internal Comms. Following a review by this group, further reviews take place specifically with IG (for DPIA completion) and our Joint Architecture Group where any solution must have sign off from a technical and security perspective. Our use of AI is communicated on our website here: [Wigan Council's use of Generative AI \(GenAI\)](#) – plus, privacy notices are updated as advised by IG and staff work closely alongside service users to co-develop many of our solutions.