

Your digital assistant

How AI can help town and parish councils



Steve Walker

Head of Local Government Services

agenda

- an introduction to AI
- generative and regenerative AI
- should I use AI?
- how AI can help you at your council
- hallucinations – what are these?
- spotting errors
- laws covering AI
- skeptical about AI?
- GovAssist - your AI assistant
- comparing ChatGPT and Copilot
- pricing
- q&a
- thank you

an introduction to AI

- **AI stands for Artificial Intelligence**, which is the development of computer systems that can perform tasks that usually require human intelligence, such as learning, problem-solving, and decision-making. This technology is revolutionising various industries by enabling smarter automation and decision-making processes.
- **GPT, or Generative Pre-trained Transformer**, is an advanced AI model developed by OpenAI. It uses deep learning techniques to understand and generate human-like text based on the input it receives. This model can engage in complex language tasks, making it a powerful tool for communication and data analysis.
- **AI can assist with routine tasks** such as drafting emails, generating reports, summarising documents, and responding to social media queries. These capabilities significantly improve efficiency and productivity by allowing professionals to focus on higher-level strategic tasks.
- **Beyond routine tasks**, AI and models like GPT can analyse large datasets, provide insights and predictions, enhance customer service with chatbots, and personalise user experiences. This broad applicability highlights the transformative potential of AI in enhancing business operations and driving innovation.

generative and regenerative AI

- **Generative AI:**
 - **Purpose:** Creates new content such as text, images, music, or code.
 - **Examples:** ChatGPT generating text, DALL-E or CANVA creating images.
- **Regenerative AI:**
 - **Purpose:** Focuses on improving and refining existing content or systems.
 - **Examples:** Personal assistants like Siri and Alexa improving their responses over time, email spam filters that continuously get better at detecting unwanted messages, and personalised recommendations on streaming services that refine suggestions based on user feedback.

can it help me, and should I use it?

AI could help you meet residents' needs, but consider if:

- You have the information you need for AI to use as its “knowledge”
- Its use is both safe and ethically responsible
- Staff would struggle with the scale or repetitiveness of the task
- The outcomes have real world use

AI is just another tool to help deliver services

AI is not the solution to all. Its outputs are based on its input. It cannot infer.

ChatGPT is just scratching the surface of AI.

how AI can help you at your council

- **Efficient Information Retrieval:** Quickly gather information and insights for reports, meetings, and public inquiries.
- **Drafting Documents:** Generate drafts for emails, memos, meeting minutes, and official documents, saving time and ensuring professionalism.
- **Research Assistance:** Help with researching policies, regulations, and best practices to support informed decision-making.
- **Meeting Preparation:** Assist in preparing agendas, presentations, and discussion points for council meetings.
- **Data Analysis:** Summarise and interpret data from surveys, reports, and public feedback.
- **Policy Drafting:** Aid in drafting policy proposals and reviewing existing policies with suggestions for improvement.
- **Training and Upskilling:** Offer resources and guidance for staff training on AI and other emerging technologies.
- **Language Translation:** Translate documents and communications for non-English-speaking residents.

hallucinations - what are these?

- **Hallucinations** refer to instances where the AI generates information or answers that are incorrect, misleading, or fabricated, despite appearing plausible. These responses are not based on real data or facts and can occur due to the AI's limitations in understanding and generating accurate content.
- **Cross-Check Information:** Always verify the AI-generated information with trusted and authoritative sources.
- **Check for Plausibility:** If something seems too unusual or highly specific, double-check its accuracy.
- **Consistency:** Look for inconsistencies within the response. Hallucinations often contain contradictions or implausible details.
- **Specific vs. Vague:** Be cautious of highly detailed answers that can't be easily verified. Hallucinations often present specific, unverifiable details.

spotting incorrect answers

- **Reference Reliable Sources:** Compare the AI's responses with information from reliable and up-to-date sources.
- **Look for Anachronisms:** Ensure the information is contextually and temporally appropriate.
- **Fact-Check:** Use fact-checking tools and websites to verify claims.
- **Common Knowledge Check:** Verify if the response aligns with widely accepted knowledge and practices in your field.
- **Seek Multiple Opinions:** When in doubt, get opinions from multiple sources or experts e.g. other clerks to confirm the accuracy.

laws in the UK that cover AI content

- **UK GDPR:** Regulates data protection and privacy, ensuring AI systems handle personal data responsibly.
- **Data Protection Act 2018:** Complements GDPR, focusing on data processing principles, rights of individuals, and enforcement.
- **Equality Act 2010:** Ensures AI does not perpetuate bias or discrimination in decision-making processes.
- **The AI Act (proposed):** A forthcoming regulation aimed at ensuring AI systems are safe, transparent, and respect fundamental rights.
- **Consumer Protection Laws:** Ensure AI-generated content does not mislead or harm consumers, maintaining fairness and transparency.

skeptical about the benefits

- **Efficiency Gains:** AI can automate routine tasks, freeing up time for more strategic activities.
- **Improved Decision-Making:** AI analyses large datasets quickly, providing insights to support informed decisions.
- **Enhanced Service Delivery:** AI-powered chatbots and tools can improve responsiveness to public inquiries and services.
- **Cost Savings:** Automation can reduce operational costs by streamlining processes and reducing manual workload.
- **Successful Case Studies:** Many councils have successfully implemented AI, showcasing tangible benefits and improvements.
- **Familiar Technology:** If you've been using Alexa, Google, or Siri, guess what? You've already been integrating with AI!

A suite of AI-powered companions designed to streamline and enhance the efficiency of clerks and councils



Focused on the management and retrieval of council minutes and decisions.

- **Speedy Data Searching**
- **Efficient Record Management**



Tailored to assist clerks with administrative tasks.

- **Email & Communication Triage**
- **Routine Task Automation**

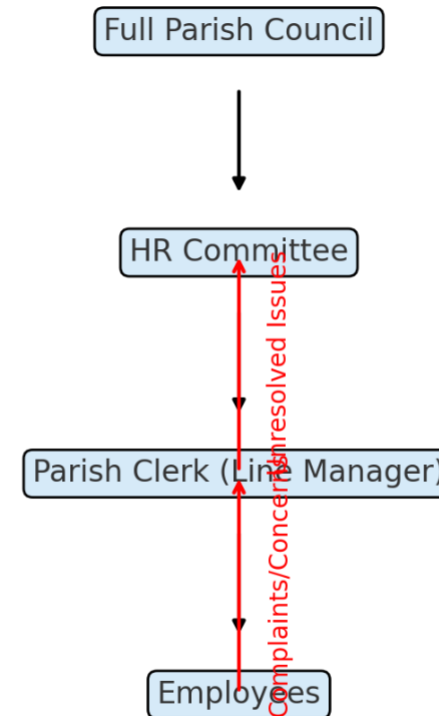


A comprehensive repository of local government advice, tips, and policy information.

- **Easy Reference**
- **Consolidated Information**

demonstrations of AI

"create a flow chart for employees so they know who the line manager is, who to complain to who to raise concerns to and the top level down view for delegation"



demonstrations of AI

Do you have a lone worker policy



Yes, Waddesdon Parish Council does have a Lone Worker Policy. You can find details of the policy on the council's official website under the policies and procedures section [here](#).

If you have any specific questions or need further information about the policy, please let me know!

demonstrations of AI



WPC DRAFT Minutes May 2024.docx
Document

give me the meeting highlights and key decisions from the attached document



Highlights and Key Decisions from Waddesdon Parish Council Meeting, May 2024

Meeting Details:

- **Date:** 15th May 2024
- **Location:** Waddesdon Community Centre
- **Chair:** Councillor Eamon Dorrian

Key Decisions:

1. Election of Chair and Vice-Chair:

- Cllr Walker was elected as Chair for the year 2024/25.

demonstrations of AI

Morning, what is the clerks name please?



The Clerk's name for Cloudy Town Council is Mary Poppins. Here are her contact details:

Mary Poppins

Town Clerk

Cloudy Community Centre

5 High Street

Glanaman

Ammanford

Carmarthenshire

SA18 1NN

Email: clerk@cloudycouncil.co.uk

Phone Number: 01280 999777

demonstrations of AI



NALC model financial regulations 202...

Document



Financial-Regulations.pdf

PDF

Using the nalc model regulations 2024 document can you update the financial regulations with any changes, updates, or omissions. If required, you can check the web for more information on parish council model financial regulation.



Based on the provided documents and the NALC Model Financial Regulations 2024, I have identified the key changes and updates that should be made to Waddesdon Parish Council's Financial Regulations. Here is a summary of the updates and modifications needed:

Key Updates and Changes

1. General Provisions:

- Update definitions to align with the 2024 model.
- Ensure all terms such as "Accounts and Audit Regulations," "Proper practices," and the roles

a little bit of fun...

"give my image a little make over..."



AI in action – see me after the presentation!

ChatGPT

- prompts in action
- follow on from a previous query
- examples of custom GPTs in ChatGPT
- a guide to working with documents
- sentiment and empathy

side by side ChatGPT vs Copilot

ChatGPT is adept at language tasks, while Copilot for Microsoft 365 enhances productivity within Microsoft apps.

Pros of ChatGPT: Skilled at producing conversational text and handling diverse topics.

Cons of ChatGPT: May generate convincing but inaccurate responses; prompt crafting is key.

Pros of Copilot for Microsoft 365: Streamlines tasks within Microsoft 365 suite, integrating AI into everyday workflows.

Cons of Copilot for Microsoft 365: Could become overly reliant on AI suggestions, potential privacy considerations.

pricing models for AI

Copilot Pro*

For individuals looking to take their Copilot experience to the next level from **£19.00** user/month (requires a Microsoft 365 Personal or Family subscription).

Copilot for Microsoft 365*

Boost creativity and streamline your workday with AI assistance in even more Microsoft 365 apps from **£25.00** user/month (requires a Microsoft 365 Business Standard, Business Premium, E3, E5 licence and is an annual commitment).

- I. **Integrated with Teams, Word, Outlook, PowerPoint, Excel, and other Microsoft 365 apps**
- II. **AI-powered chat with Microsoft Copilot**
- III. **Enterprise-grade security, privacy, and compliance**

ChatGPT Plus

Is available for **£20.00** user/month, and subscribers will receive several benefits:

- i. **General access to ChatGPT, even during peak times**
- ii. **Faster response times**
- iii. **Priority access to new features and improvements**

q&a

An opportunity for attendees to ask questions and engage in discussions regarding the fascinating world of AI and unlocking the benefits for councils.

thank you



MEETINGS COMPANION GOVERNANCE

