

AI in Social Care

A graphic showing a stack of three computer chips on a dark blue circuit board. The top chip has a white brain icon with the letters 'AI' inside it. The background is a dark blue circuit board with glowing blue and purple lights.

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Agenda

- Introduction to AI

- AI examples use cases

- Breakout one – how might you use AI with discussion

- Breakout two – what are the barriers to AI use with discussion

- Q&A / AOB

The AI technology is here

Dubai: 'Hello ChatGPT, how much is my electricity bill?' Dewa uses chatbot to provide 24x7 service

Integrating the AI into all business processes is not just a matter of communicating with a customer service agent.



Unleashing the Power of AI: Governments Tap into ChatGPT to Drive Efficiency and Innovation in Public Service Delivery

Forbes

FORBES > INNOVATION > ENTERPRISE & CLOUD

What ChatGPT And Generative AI Mean For Your Business

CNN BUSINESS

Real estate agents say they can't imagine working without ChatGPT now

VentureBeat

Microsoft gives businesses a GPT boost in Teams and Viva Sales

USA TODAY

New Bing with ChatGPT brings the power of AI to Microsoft's signature search engine

COMPUTERWORLD UNITED STATES

NEWS

Microsoft's new Teams Premium tier integrates with OpenAI's GPT-3.5

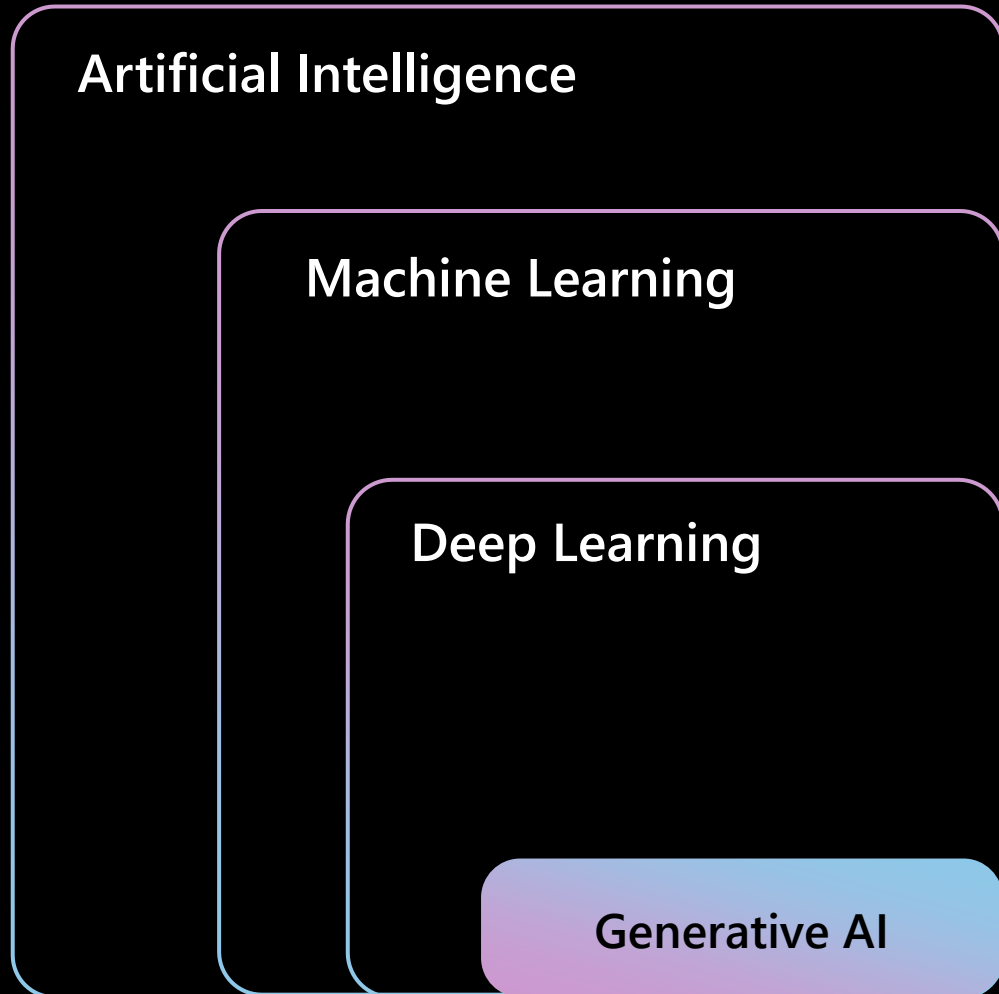
Weeks after extending its multibillion dollar partnership with OpenAI, Microsoft has announced that new Teams AI capabilities will be underpinned by OpenAI's GPT-3.5 natural language model.

The Verge

MICROSOFT / TECH / ARTIFICIAL INTELLIGENCE

Microsoft launches Azure OpenAI service with ChatGPT coming soon / ChatGPT is coming to this Azure service soon, as businesses get to use new AI models in their own apps.

A brief history of AI



1950s

Artificial Intelligence

the field of computer science that seeks to create intelligent machines that can replicate or exceed human intelligence.

1959

Machine Learning

subset of AI that enables machines to learn from existing data and improve upon that data to make decisions or predictions.

2017

Deep Learning

a machine learning technique in which layers of neural networks are used to process data and make decisions.

2021

Generative AI

create new written, visual, and auditory content given prompts or existing data.

AI Trends in Government



New ways of
engaging with
employees
and people



Generative AI
Explainable AI
Sustainable AI



Leverage AI driven
data Insights
in the Cloud



Smart Business
Innovation and
Automation



Optimize
employee time
and skills



Essential part
of Process
Improvement
and Business
Decision Making

← Security & Trust →

Employees are ready to embrace AI

64%

Employees lack time & energy to do their job

3.5X

More likely to struggle with strategic thinking

70%

Employees willing to delegate work to AI

2.5X

Managers are much more likely to augment with AI than replace

Microsoft Cloud

AI you can trust

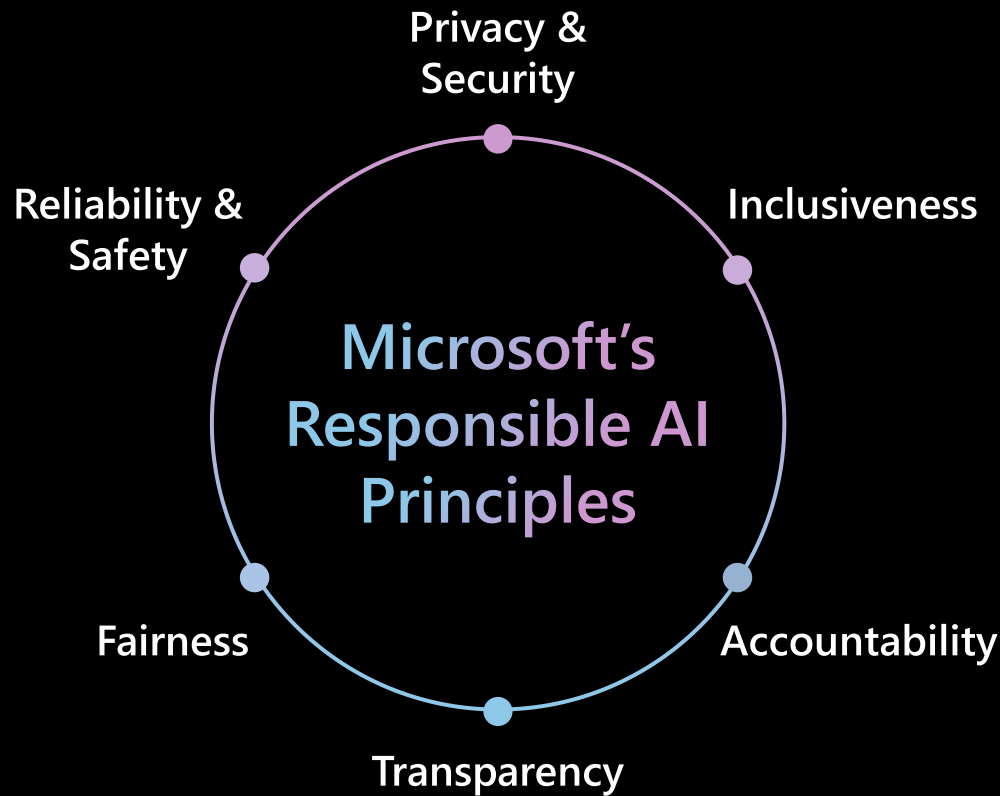
Your data is your data

Your data is not used to train the OpenAI foundation models without permission

Your data is protected by the most comprehensive enterprise compliance and security controls

Microsoft Cloud

Runs on trust



Your data is your data

By default, your data from any fine-tuning is **not** used to train the foundational AI models

Your data is protected by the most comprehensive enterprise compliance and security controls

AI safety

Principles

Fairness · Privacy & security · Transparency
Reliability & safety · Inclusiveness · Accountability

Corporate standard

Goals · Requirements · Practices

Implementation

Training · Tools · Testing

Oversight

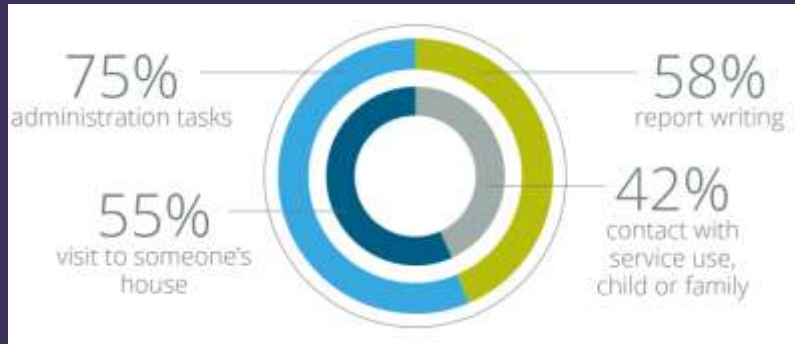
Monitoring · Reporting · Auditing · Compliance



Social Services Specialists...

Supporting Adults or children and their families to live the best lives they can

The Impact of Administrative tasks on a Social Services Worker.



[CC-SocialWorkWatch_report_web.pdf \(unison.org.uk\)](#)

Tasks that M365 Copilot could support (if M365 hosted or accessible).

- Maintaining Records and Interactions;
 - Case Notes
 - Assessment Reports
 - Care Plans
 - Referral Forms
 - Chronologies
 - Contacts Records
- Appointment Scheduling
 - One to One
 - Families
 - Peers/related services
- Managing Budgets/Expenses
 - Expense Claim Forms
 - Purchase Orders
 - Invoices
 - Receipts
- Processing Applications
 - Housing Assistance
 - Food Stamps



Traits:

Hard working / Caring / innovative / considerate / thoughtful / independent / proactive

Potential dual personas:

Administrator / Customer Support / Data Specialist / Field Worker / Health specialist / Housing Specialist / Manager



Headline Facts & Figures

Supporting Adults or children and their families to live the best lives they can

Children and family social workers in post (FTE)

31,600

down 2.7% from 2021, and whilst the first fall in the series, remains higher than 2019

Vacancies (FTE)

7,900

up 21% from 2021 and the highest in the series

Agency workers (FTE)

6,800

up 13% from 2021 and the highest in the series

Children and family social workers leaving during year (FTE)

5,400

up 9% from 2021 and the highest in the series

Average caseload (per FTE)

16.6

up from 16.3 in 2021 but down from 16.9 in 2019

Sickness absence rate (FTE)

3.5%

up from 3.1% in 2021 and the highest in the series

In 2022, the number of children and family social workers fell for the first time since the series started in 2017. This has likely contributed to increases in the number of vacancies (a series high), agency worker employment (a series high) and average caseload. The sickness absence rate also increased in 2022 (another series high).

The latest results from the Children's Services Omnibus showed that, of the third of local authorities who responded, a majority cited recruitment and retention to be a key challenge. Additionally, there were no Step Up to Social Work graduates in 2022, since the training programme delivers a new cohort of qualified social workers in alternate years.

The reported difficulties in recruitment and retention and the lack of newly qualified Stp Up graduates helps to explain the fall in the number of children and family social workers in 2022.



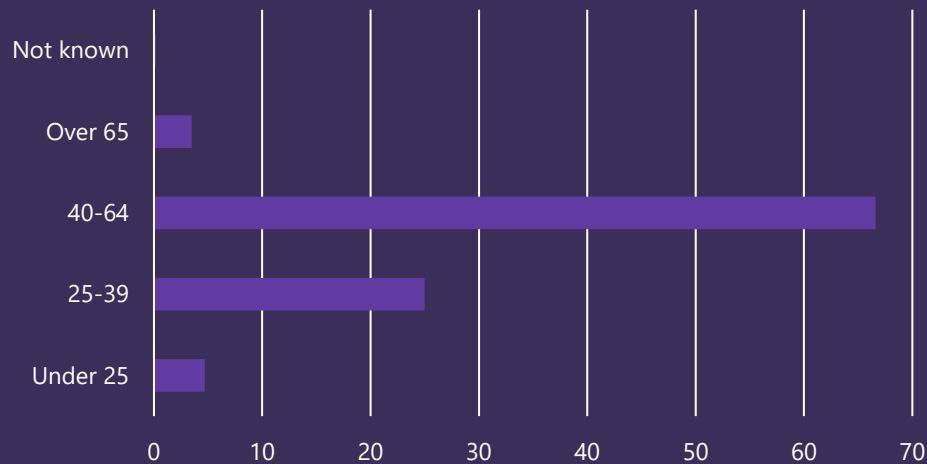


The Potential for Savings through AI in Local Authorities

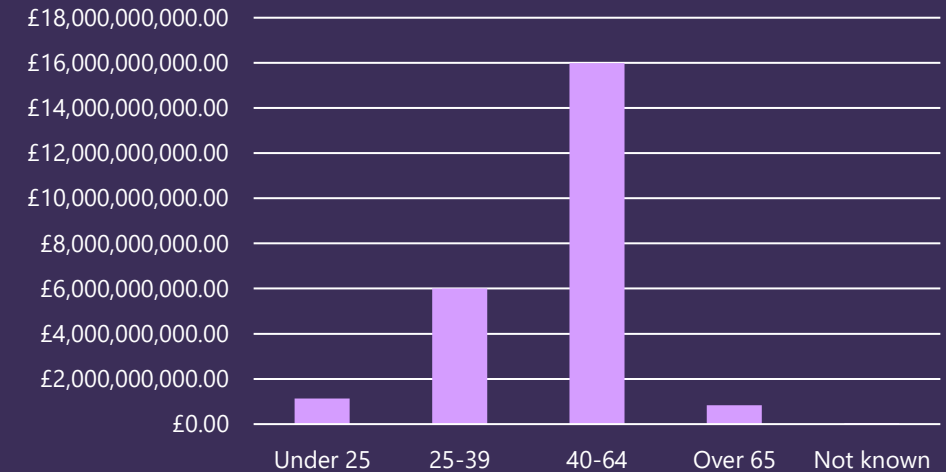
Total Number of Workforce (FTE Equiv) :- 1,024,400

Annual Spend on Wages in 2020:- £24 Billion

Percentage of Council Workforce



Total Spend



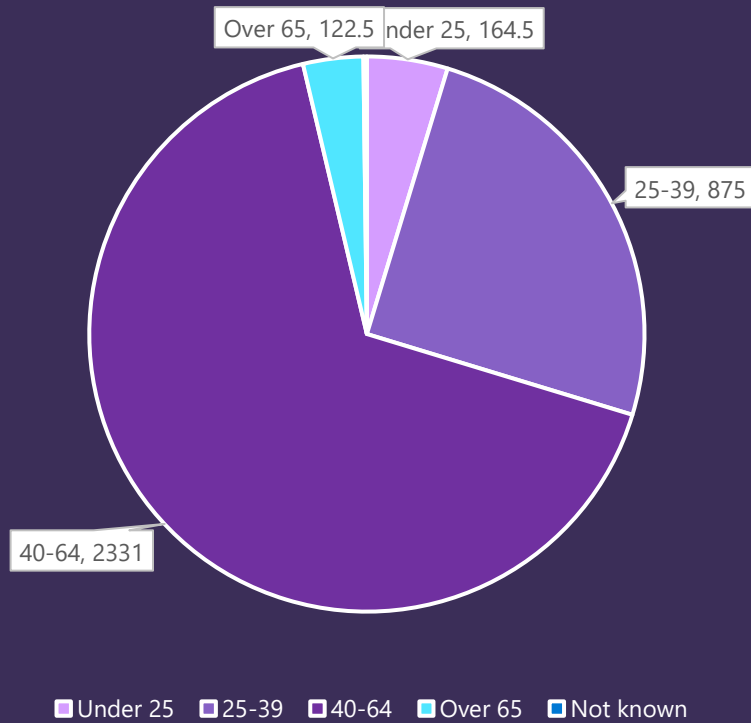
Data taken from LGA website, estimates in the tables above are taken by dividing the total spend by the total workforce to get an average wage and then multiplying by number of people in each age bracket. It's very likely that the age range of 40-65 has an average wage above £17k per anum, as such, it's likely the wage cost to the taxpayer is more than £16bn.

The Average UK Authority

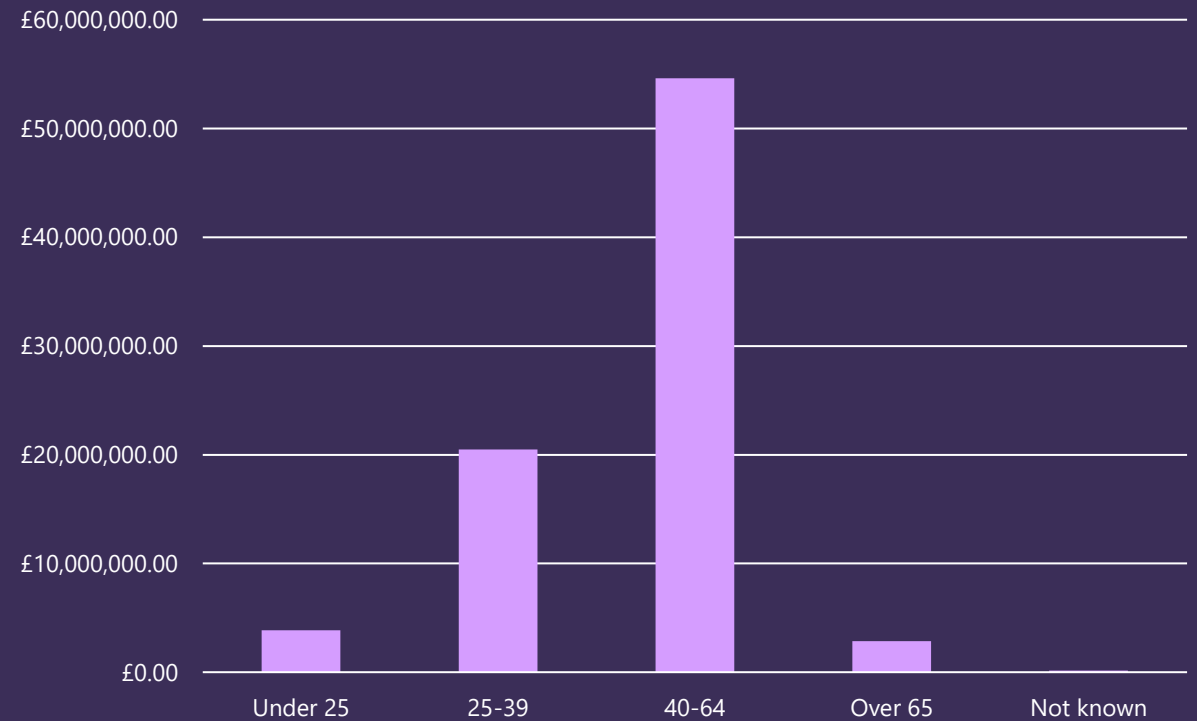
Total Number of Workforce (FTE Equiv) :- 3,500

Annual Spend on Wages in 2020:- £81,999,219.06

Percentage of Council Workforce



Average Cost per bracket



Other examples of classic AI

- AI Invoice processing
- Document processing
- Handwritten notes recognition
- Sentiment analysis
- Anomaly detection
- Process monitoring
- Trend analysis
- The list goes on...

MICROSOFT 365

Bing Chat Enterprise

Microsoft Bing

SEARCH

CHAT



Bing Chat Enterprise



AI-powered chat for work

Bing is powered by AI, so surprises and mistakes are possible. Please share feedback so we can improve! [Terms](#) | [Privacy](#)

Choose a conversation style

More
Creative

More
Balanced

More
Precise

Anal
Create a

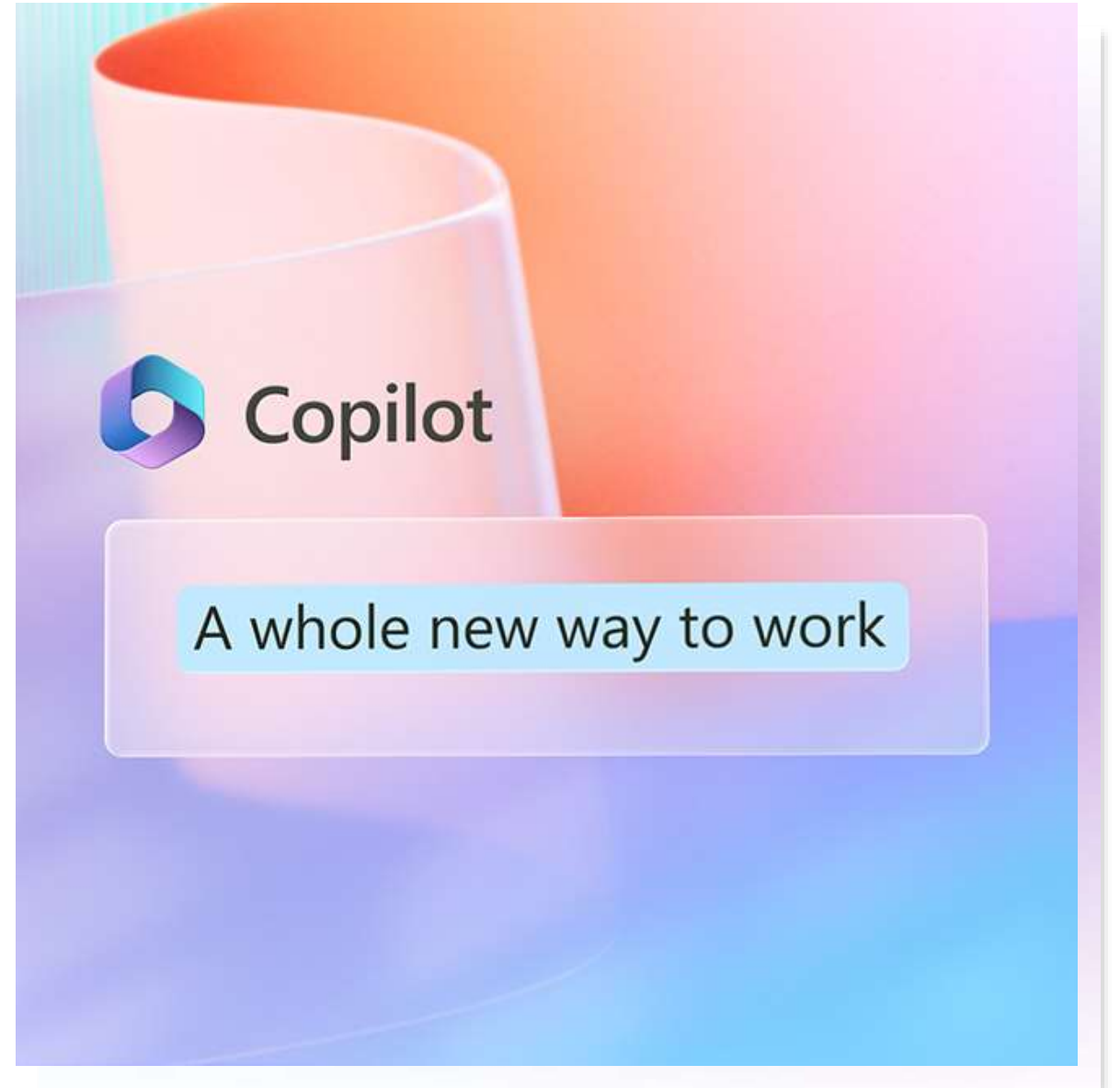
Writ
Help me
write a s
sales pit

Bus
What's
New Yo



Introducing Microsoft 365 Copilot

Please note – this is not part of your existing packages, but they are the most accessible examples we can provide



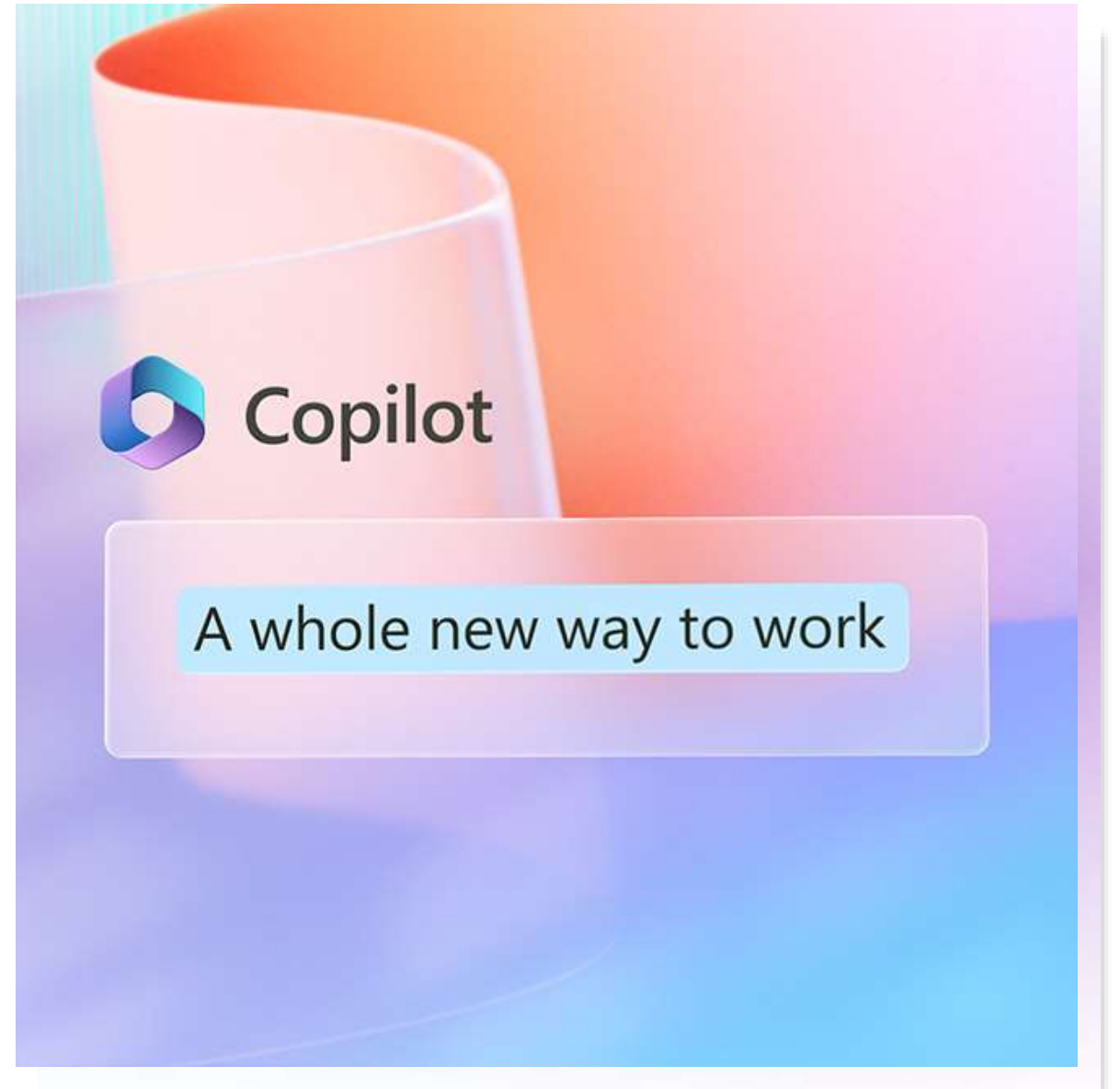
“Autopilot”

“Copilot”

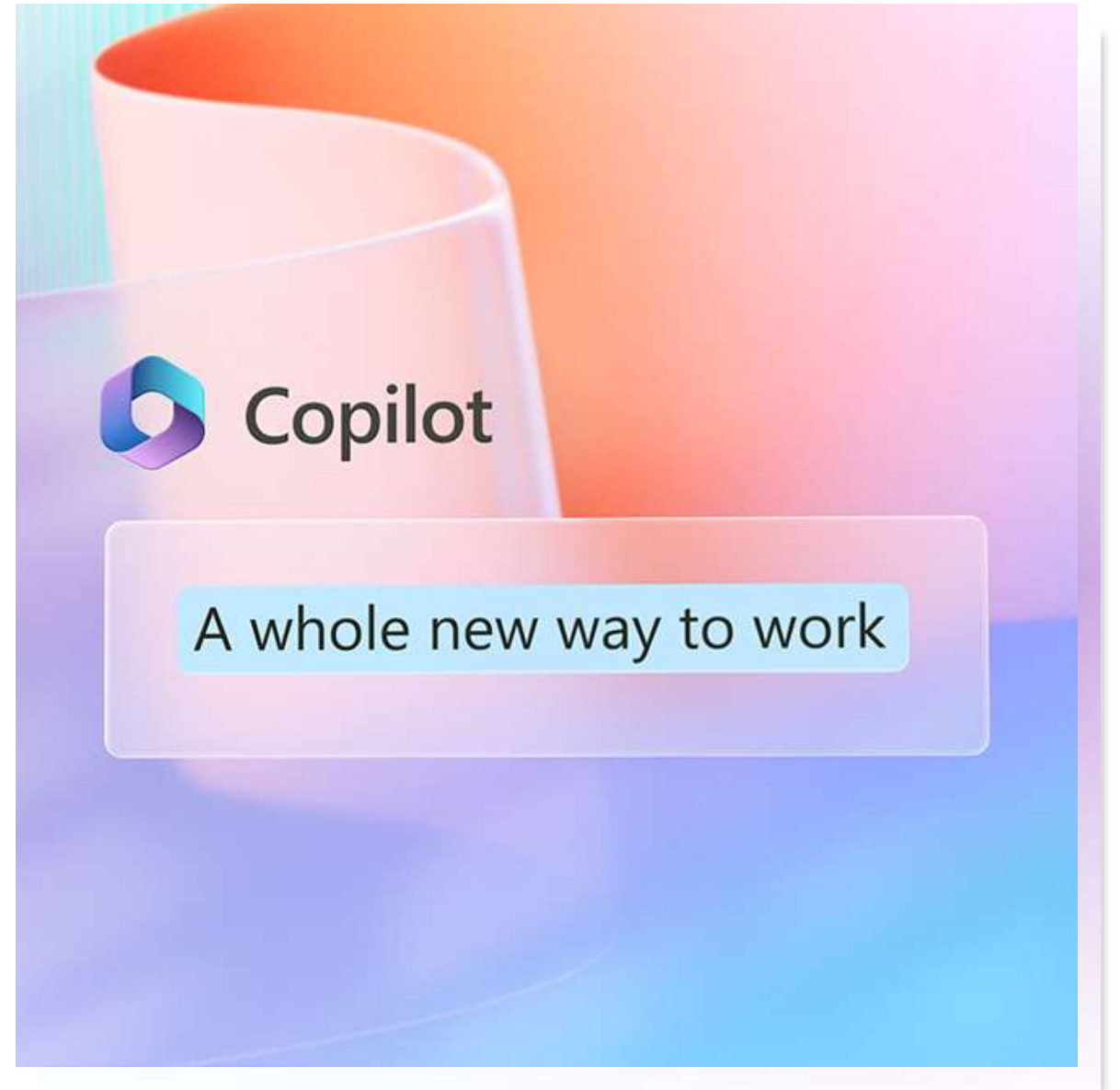
Generative AI for writing documents – thoughts?



Generative AI for presentations – thoughts?



Generative AI for keeping up with meetings – thoughts?



Generative AI for data and insights – thoughts?



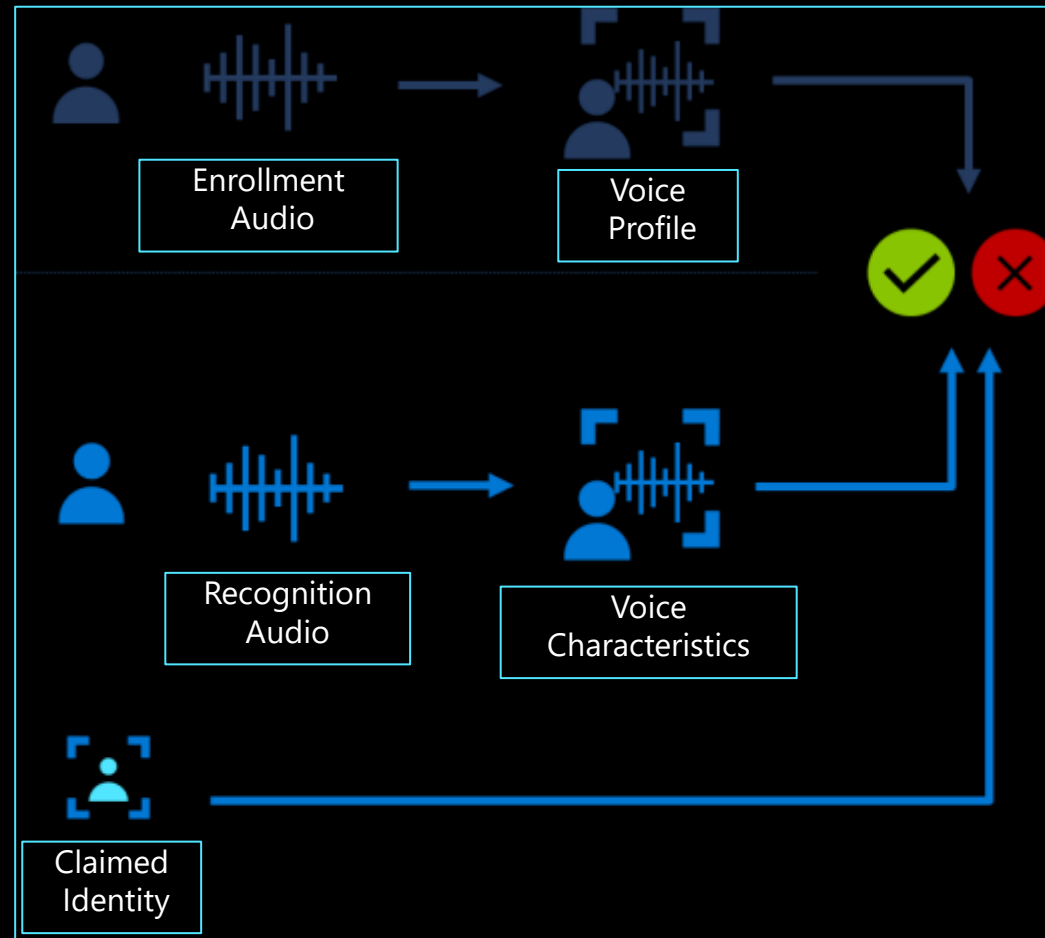
Generative AI for redaction – thoughts?



Azure Speaker Verification

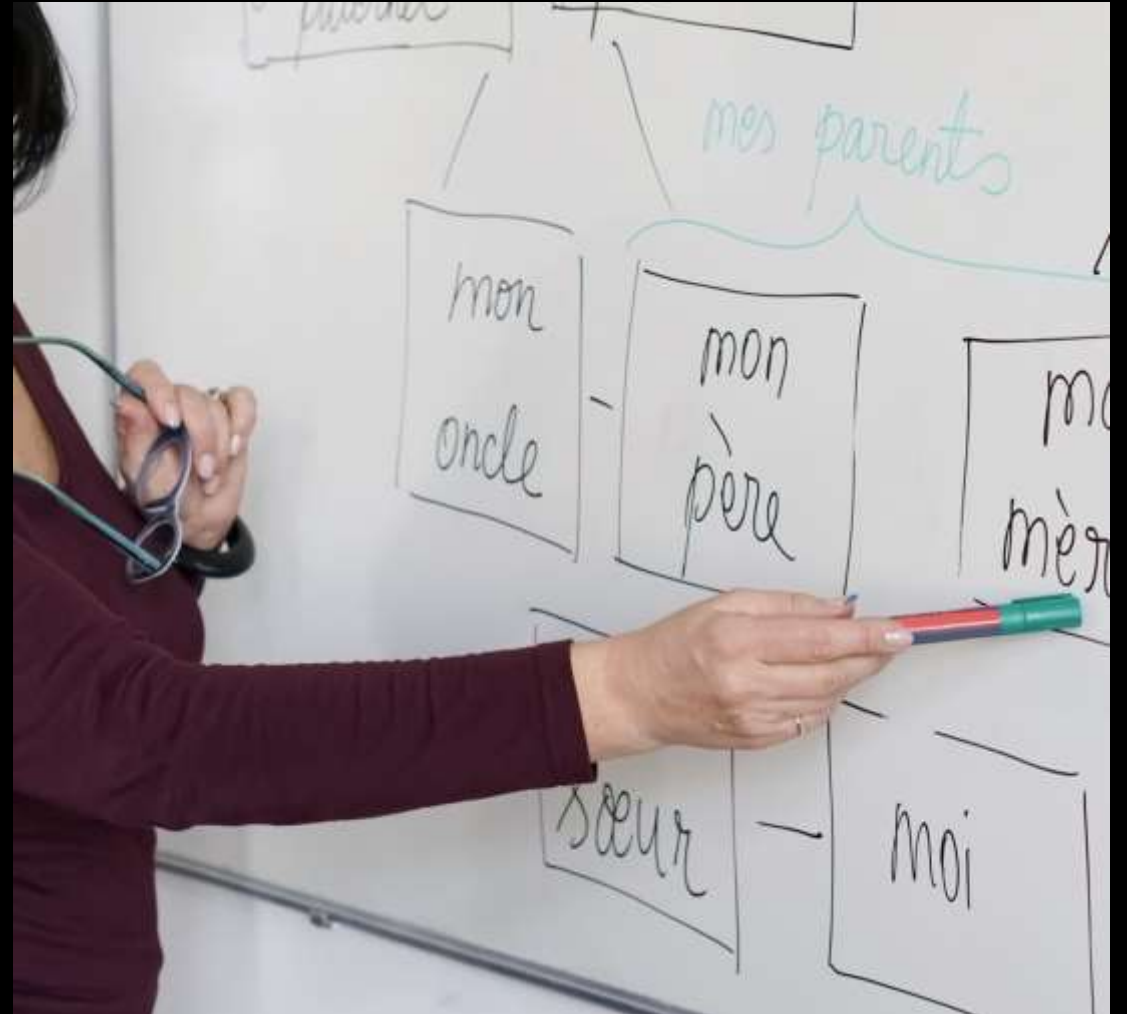
Accurately verify and identify speakers by their unique voice characteristics.

Enable frictionless, secure customer experiences




Language Support

- The speaker recognition model is language agnostic, but we have validated against
 - English
 - Japanese
 - Chinese
 - Spanish
 - French
 - German
 - Italian
 - Portuguese
- We support most regions supported by speech services
- Customers are encouraged to try with languages that are not listed as well



The potential of AI is clear...
the question is what will you build?



Top use cases for

Generative AI



Enterprise ChatGPT

Better knowledge mining



Intelligent Call Centers

Better analytics and service



Build your own copilot

Your data. Your apps. Your people



Content Generation

New products and services



Hyper-personalization

Better sales and marketing

Thank you

For more information on any of the products shown, please contact:

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Lorna Perry – Account Executive

Nathan Johnson – Account Technology Strategist