

Artificial Intelligence and Chatbots in Local Government

Survey Results Jan 2020



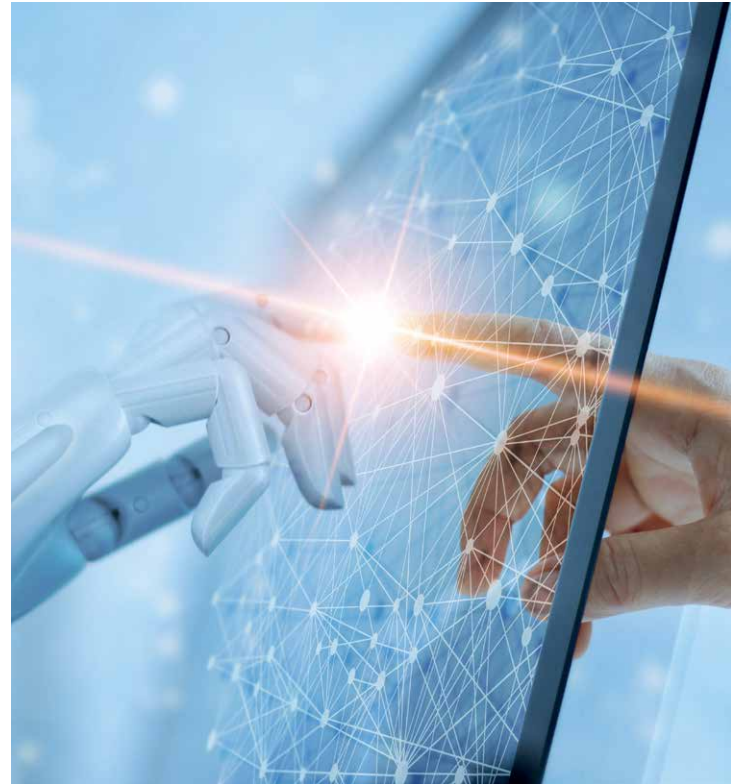
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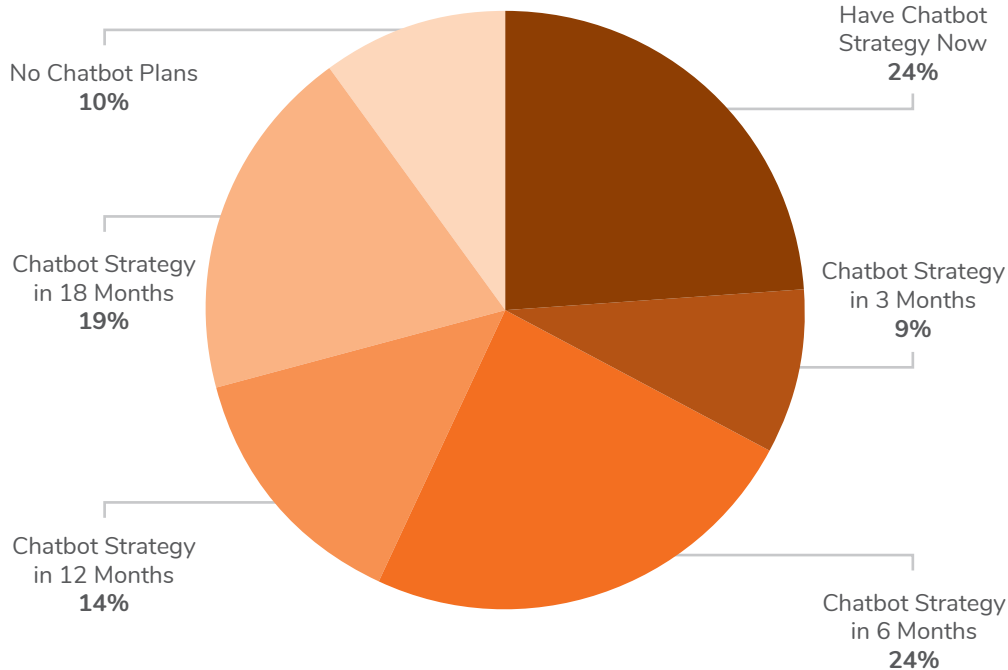
This research, into Chatbots and Artificial Intelligence in Local Government, is based on interviews and completed surveys from 33 councils across the UK, conducted in October and November 2019.

Research Highlights

- 57% of councils plan to have a chatbot strategy in next 6 months.
- 53% of councils plan to have a A.I. strategy in next 6 months.
- Top 3 drivers for Chatbots are reducing call volumes, reducing costs and improving customer service.
- Top 3 drivers for A.I. is faster resolution of issues, automation of processes and freeing up staff to focus on more complex cases.
- Councils expect to save £180K over the next 12 months with Chatbots.
- Councils expect to save £300K over the next 12 months with A.I.



When does your council plan to develop a chatbot strategy?

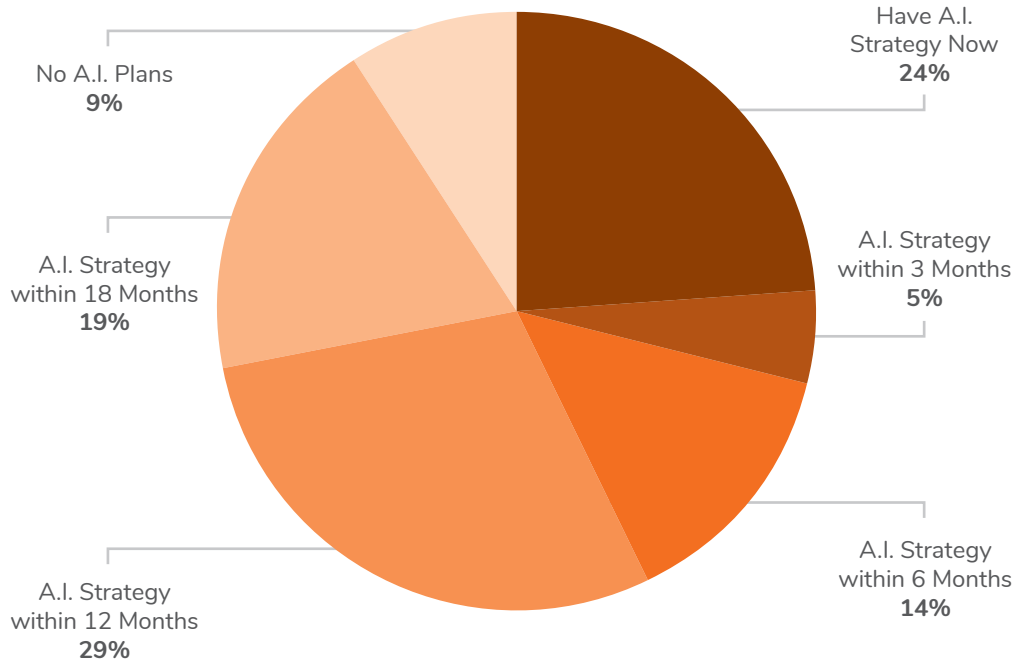


Our research shows that **57%** of councils plan to have a chatbot strategy within 6 months and **90%** within 12-18 months.

Agile Datum are already working with councils to develop chatbots in Planning, Waste, Highways and Social Care, as well as internal chatbots for staff to interact with HR and IT support.

Contact Agile Datum on **0330 1243714** or email us at info@agiledatum.com if you would like information on Chatbots.

Based on results from independent interviews with 33 councils in October 2019



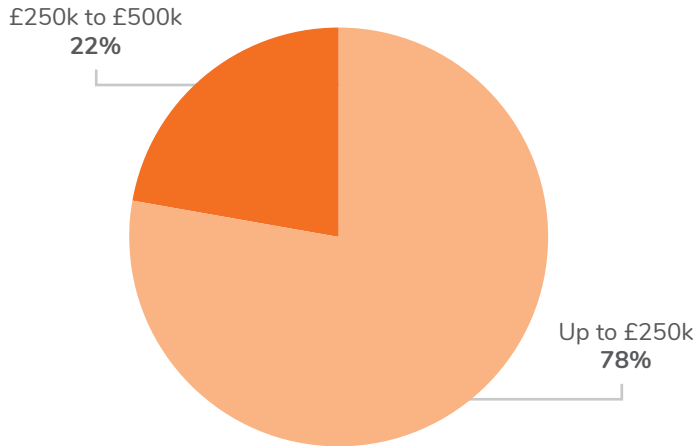
Our research shows that **53%** of councils expect to have a A.I. strategy within 6 months and **91%** within 12-18 months.

Agile Datum has developed an A.I. platform to automatically validate planning applications and is working with councils to implement this in other service areas.

Contact Agile Datum on **0330 1243714** or email us at info@agiledatum.com if you would like information on A.I.

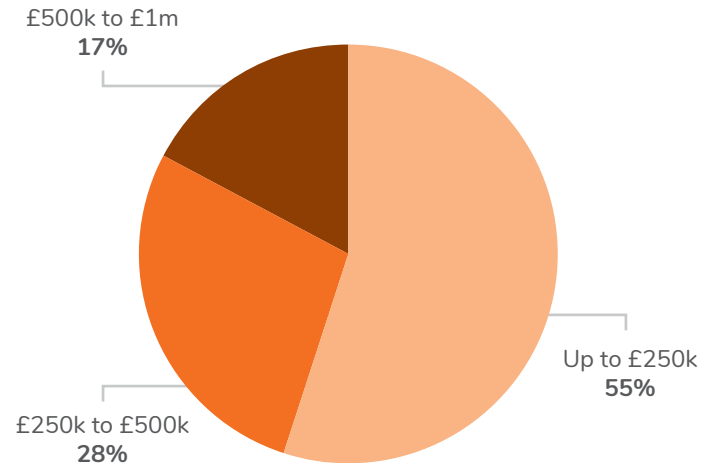
Based on results from independent interviews with 33 councils in October 2019

How much does your council expect to save in the next 12 months by adopting Chatbots?

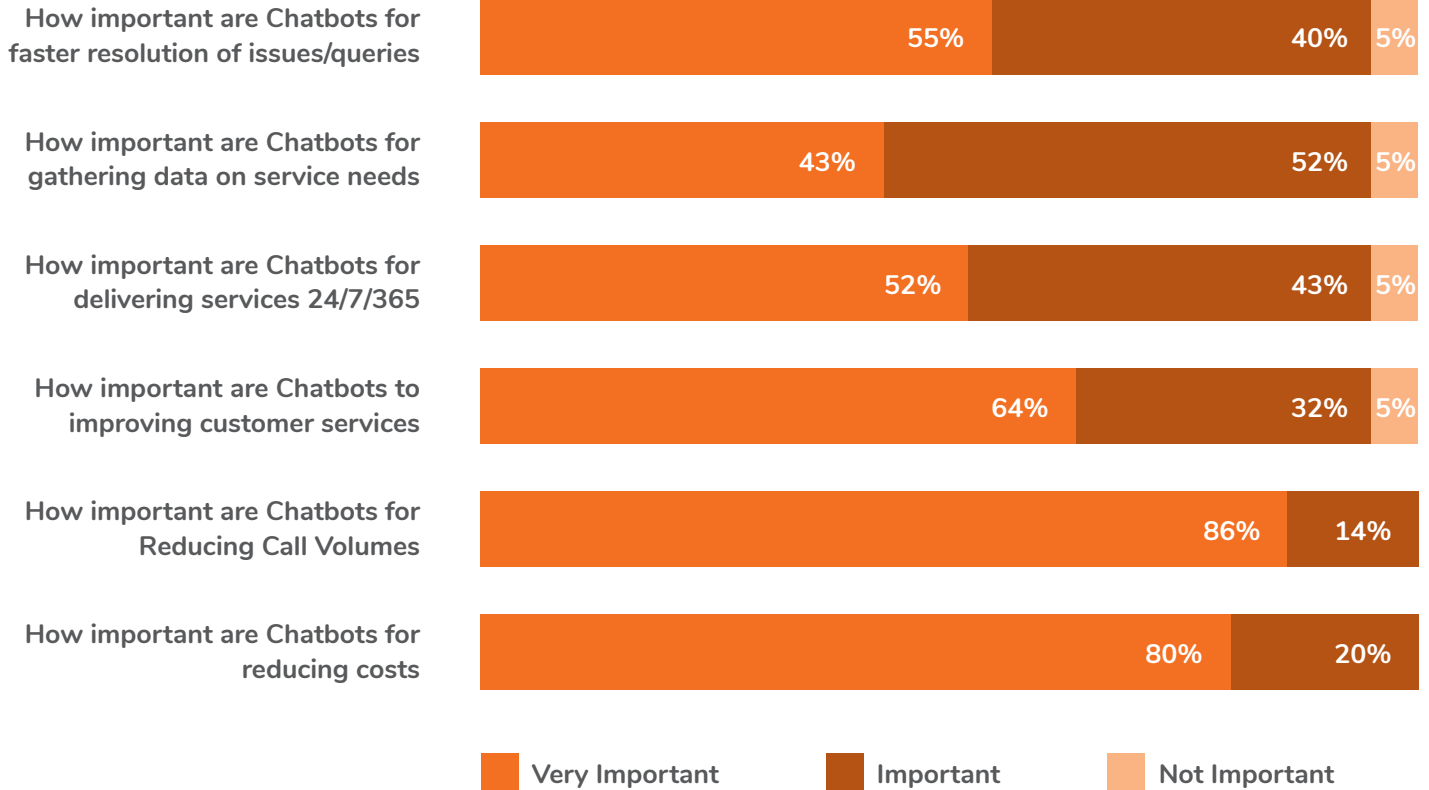


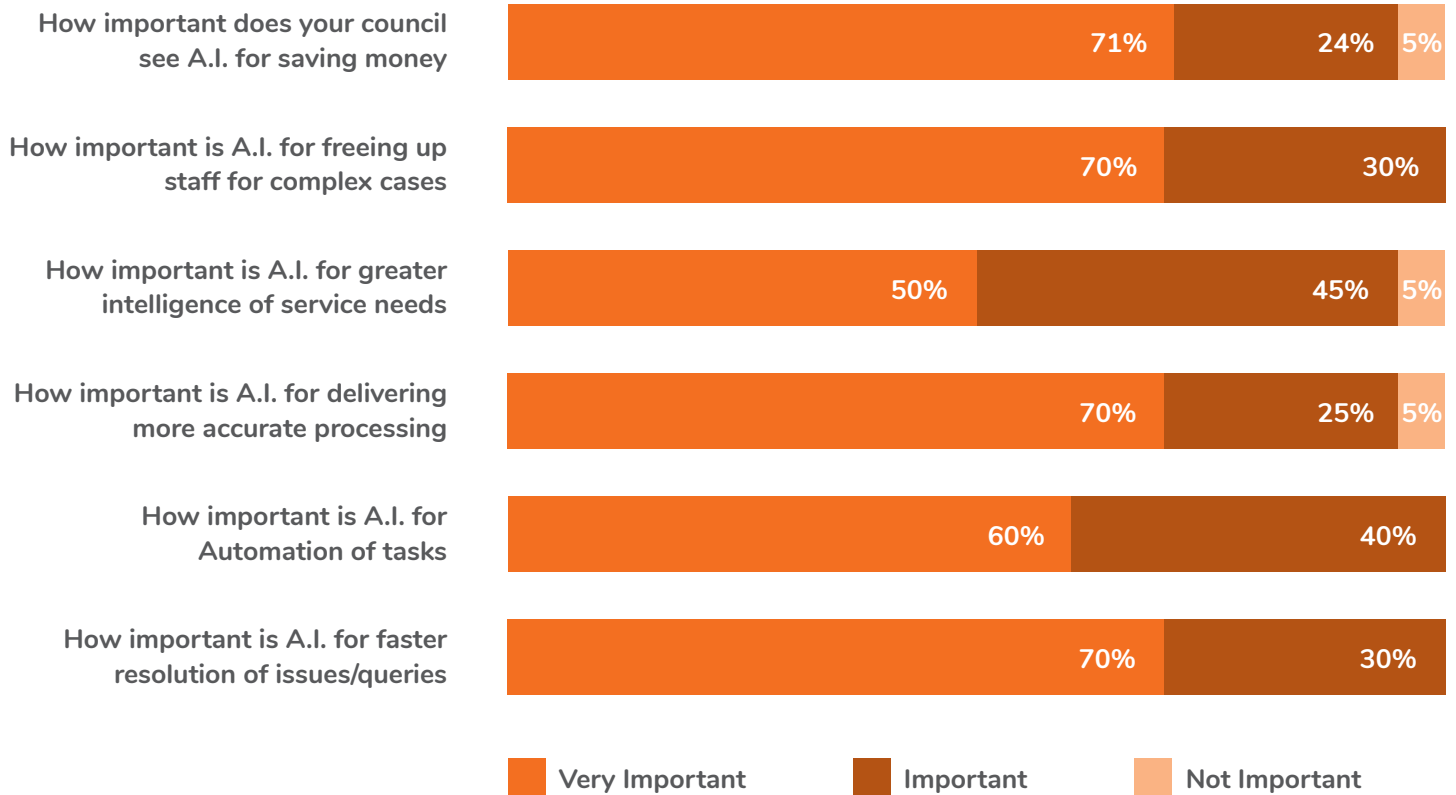
Councils expect to save at least £180k each over the next 12 months with Chatbots.

How much does your council expect to save in the next 12 months by adopting A.I.?



Councils expect to save at least £300k each over the next 12 months with A.I.

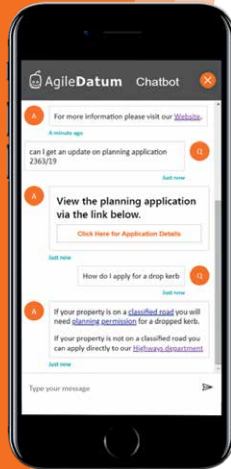




Redbridge Chatbot – Trained to answer 200 planning questions

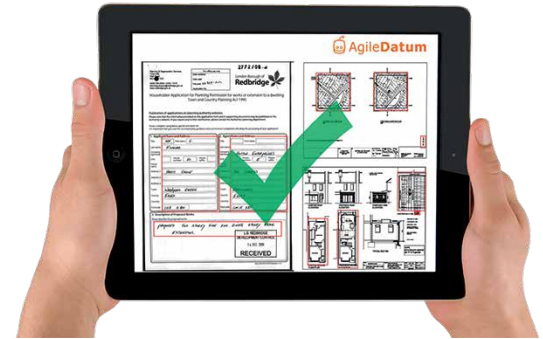
“ I would like to say a big thanks to our partner Agile Datum who are helping us to automate upwards of 80% of planning tasks through the intelligent application of Artificial Intelligence. We are seeing planning validation reduce from 3 weeks to 24 hours. ”

Brett Leahy
Head of Planning,
Redbridge Council



Agile Datum – A.I. Planning Validation Platform

Our A.I. Platform is helping councils to accelerate planning approvals and to meet national targets by automating the validation process and improving citizen engagement.



Working together with The Alan Turing Institute, Exeter University and the Oxford Brookes University, Agile Datum has been funded by Innovate UK to undertake a 2 year research programme into how A.I. can be applied across local government services (e.g. Social Care, Benefits, Waste etc).

If your council are interested in participating in this research then please contact us on **0330 1243714** or email us at **info@agiledatum.com**

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