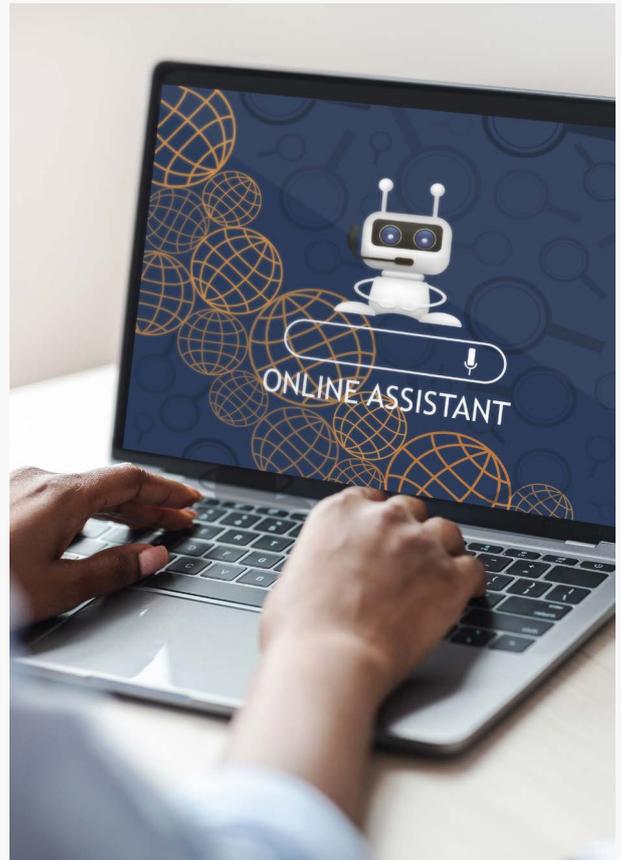# Generative AI Guidance for Local Authority Leaders

loti

1. What is Generative AI?

Generative artificial intelligence (GenAI) can create realistic, human-like text, images, code and art based on huge amounts of (usually public) data it has been trained on.

GenAI offers exciting opportunities because, unlike other types of AI used by councils (like predictive analytics, robotic process automation or chatbots) which have very specific uses, it will have more global usage across your organisation, because it:

- Can produce a range of useful outputs, like text, audio, images, and code

- Responds to natural language questions, so any officer (or resident) can use it

- Is very good at understanding different types of data - useful given councils have large amounts of unstructured data in a large variety of formats

2. How might we leverage GenAI in local authorities?

Fine-tuning AI for specific problems

Councils can apply GenAI models to their internal data. This will improve performance and lead to higher impact but a higher initial cost.

Summarising long/historical documents; summarising call centre logs or case notes; analysing language across documents; automated drafting of (low-risk) letters; improved chatbots.

AI as a personal task assistant

Using online language tools like ChatGPT or Bard, image tools like Stable Diffusion, coding assistants like GitHub Copilot, or the future assistant, Windows 365 Copilot.

Ideation, drafting, structuring new documents, checking gaps in thinking, creating images for Comms teams, assisting coding.

3. How should we prepare our authority to use GenAI well?

✓ Skills:
All staff will need some skills to use GenAI effectively & responsibly, as well as serious expertise needed in data teams to deploy AI

✓ Data:
Data and Digital leaders should be thinking about how they prepare their data and technologies to take advantage of GenAI

✓ Governance:
Councils should develop AI guidance as part of their data strategy, also covering ethics & IG

✓ Rethinking Services:
Designers can reimagine service delivery with AI, delivering new and better (and not just cheaper) services

4. How do we use GenAI responsibly?

Councils should ensure their use of GenAI tools is:

Safe & Fair
Evaluate models for their success, as well as potential biases, both during development and in ongoing ways post-deployment.

Transparent
Share details of what data and AI models are used through the CDEI **Algorithmic Transparency Recording**, cite when AI is used, and consult your residents.
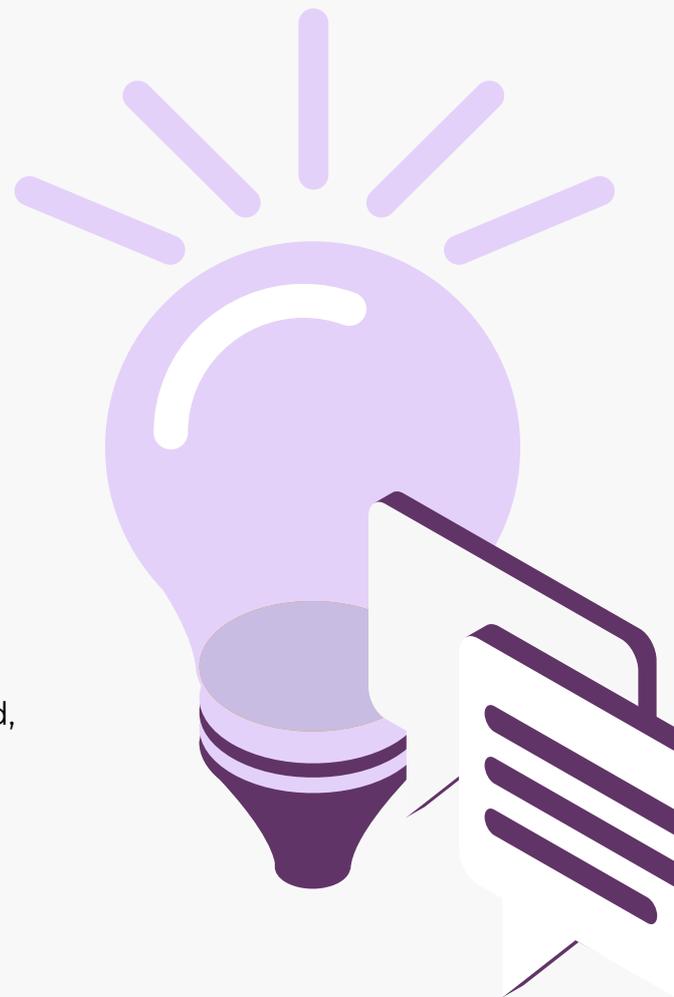
Accountable
Humans are 'in-the-loop' where needed, and residents have straightforward appeal processes for any automated or AI-informed decisions

Private & Secure
Ensure you are following data law, plus equalities & sectoral legislation

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This guidance was based on research conducted by LOTI with the assistance of Faculty, in June 2023. It will be updated about usage of Windows 365 Copilot. If you have any questions, contact LOTI at contact@loti.london.

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