

Driving
**Digital Transformation in
Adult Social Care**



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Overview

Agilisys Transform has partnered with Wigan Council's Adult Social Care (ASC) team to deliver a pioneering digital transformation, assisting their teams to incorporate leading Generative AI tools into their day-to-day activities. Together, we are co-developing a suite of AI-powered tools designed to streamline back and front office processes, enhancing the efficiency of social care delivery as well as other local government services. These tools help Wigan Council achieve more with their existing workforce by reducing and simplifying administrative tasks such as writing long Needs Assessments, generating meeting minutes, streamlining case audits, offering instant support through an AI chatbot, and analysing qualitative survey responses. These innovations allow social workers to spend more time improving resident support and delivering high-quality, person-centred care.

Working alongside Wigan's Adult Social Care teams, we co-develop tools created for social workers, by social workers, ensuring they address real pain points and are shaped through ongoing feedback. Tailored to meet the council's specific needs, these AI-powered solutions empower staff to work more efficiently, enabling councils to serve more residents with their existing workforce. This partnership highlights the power of collaboration in driving innovation. Wigan Council is already seeing the transformative potential of these tools to reduce administrative workloads, allowing staff to focus more on delivering direct care and support. By leading the way in adopting Generative AI, Wigan Council is setting an example of how local government services can be enhanced to deliver meaningful change for communities.

Our Approach

Working closely with Wigan's Adult Social Care (ASC) team, Agilisys Transform co-developed tailored AI solutions through a practitioner-led approach. We began by conducting workshops with the ASC team to identify key administrative challenges, gaining deep insights into the time-consuming tasks that impacted frontline staff's capacity to focus on resident care. We then spent 6 months with the ASC team, shadowing Social Care Workers to understand how they engage with residents and where Generative AI technology could best support them in the day-to-day delivery of Social Care.

Using this knowledge, we designed and customised AI tools to meet Wigan's specific needs, ensuring they were practical and impactful. These solutions were continuously refined through ongoing feedback from practitioners, ensuring they remained aligned with the real-world demands of the ASC team. This collaborative approach demonstrates the power of co-design in delivering innovative tools that truly support staff and enhance service delivery.

Our collaboration with Wigan Council remains an ongoing partnership. We continue to work closely through regular workshops to explore new uses for Generative AI across the council. This continuous engagement ensures that the solutions we provide evolve alongside the council's needs, addressing emerging challenges and opportunities.

By maintaining an open dialogue with practitioners, we are able to identify areas where AI can further enhance service delivery and support council staff in meaningful ways. This iterative approach not only strengthens our partnership but also reinforces Wigan Council's position as a leader in adopting innovative technologies to better serve their community.

AI-Powered Solutions Developed by Agilisys Transform

QuickAction, our AI-driven platform, has been instrumental in addressing Wigan's administrative challenges. The suite of tools includes:

- **Conversation to Assessment:** Utilising Generative AI to create the first draft of a Needs Assessment Social Care Workers simply click record on their mobile phone app, to record conversations with residents. The tool transcribes the conversation and produces a first draft of a Needs Assessment in 15 minutes. Testing has shown that Social Care Workers take **50%** less time to draft and complete a Needs Assessment allowing them to focus on improving the quality of connections and care with residents.
- **Meeting Minute-Taking:** Summarising meeting transcripts and generating formatted minutes, halving the time spent on manual documentation and improving compliance with statutory deadlines. This has generated estimated savings of **£59k+** for PA teams over **12 months** and **£13k+** for ASC Business Support staff over three months.
- **Case Auditing:** Supporting managers to enhance social care practice by reviewing historical assessments case notes, identifying where social workers are excelling and where additional support is needed. This process ensures a focus on person-centred and strengths-based approaches to deliver better outcomes.
- **ASC Chatbot (Nava Chatbot):** Developed to handle high volumes of queries at the ASC front door, helping residents find existing information on the council's website and enabling self-service.

Beyond social care, the tools can support additional council teams to address their administrative burdens. For example, HR teams can use QuickAction for Job Application Evaluations, with the tool allowing them to compare job applications against essential criteria, ensuring fairness, reducing unconscious bias, and improving hiring efficiency.

QuickAction is also being leveraged by Wigan's Housing team to support compliance with the Regulator for Social Housing's requirements. Over three months, Agilisys Transform enabled the analysis of **4,500** tenant responses, providing valuable data for the council's strategic decision-making.



Engagement & Co-Development

Agilisys Transform has prioritised continuous engagement and iterative development with Wigan Council to maximise adoption and effectiveness. Key initiatives include:

- Establishing a **champion group of 20 social workers** to test and refine tools based on frontline feedback.
- Conducting **on-site shadowing of social workers** to gain first-hand insights into real-world challenges. Agilisys Transform teams have spent over **100+ hours** with the Wigan ASC teams to understand how social care workers directly engage with residents. This has led to immediate improvements in AI tool design, ensuring the technology enhances - not replaces - the human element of social care.
- Collaborating with **ASC teams** to define and develop an **AI chatbot**, ensuring it effectively retrieves and presents council information to residents.
- Conducting rigorous testing with business support officers and chairs to optimise tool performance and refine outputs, such as generating detailed meeting minutes aligned with service requirements.

By working closely with practitioners, our partnership approach with Wigan Council has provided valuable insights into the social care challenges faced by staff, allowing Agilisys Transform to tailor solutions that enhance efficiency while maintaining the core principles of delivering high quality social care for residents.

Impact & Early Results

Our AI tools are already demonstrating measurable benefits:

107 Days

of work saved through automated meeting minutes, allowing staff to focus on higher-value tasks.

£72k

Estimated financial efficiencies across ASC teams from meeting minutes automation alone.

15 Minutes

Estimated time it now takes for social care staff to conduct an assessment, down from 2-3 hours

Happier and healthier staff

with reduction in staff sickness, overtime claims and recruitment needs

Agilisys Transform continues to refine and optimise these tools based on pilot findings, ensuring they deliver maximum value to Wigan's ASC team and beyond.

Governance & Risk Management

Agilisys Transform has supported Wigan in implementing robust governance frameworks to oversee AI adoption, including:

- **Generative AI Working Group:** A multi-disciplinary team that categorises AI use cases by risk level and ensures compliance with data protection and ethical guidelines.
- **Technical Oversight:** The Joint Architecture Group reviews all solutions to align with secure-by-design principles.
- **Policy Collaboration:** Wigan, as Lead Council for the Co-operative Council Innovation Network, is co-developing a value-led AI Guidance Framework, shaping best practices across the sector.



Next Steps

As Wigan Council progresses through their AI journey, Agilisys Transform remains committed to supporting the adoption and scaling of AI solutions.

Future developments include:

- Further refinements based on user feedback, ensuring tools continue to meet evolving needs.
- Comprehensive impact assessments to quantify efficiency gains and ROI.
- Expansion into new digital solutions, including an AI-powered chatbot to enhance resident self-service capabilities.

The ongoing collaboration between Agilisys Transform and Wigan Council underscores the potential of AI in transforming local government services. By leveraging innovative technology to reduce administrative burdens, we are empowering social care teams to focus on what matters most—supporting residents and improving outcomes.

