

## An Open Letter: Response to the Abolition of NHS England and Transformation Opportunities for Local Government

Last week's decision to abolish NHS England marks a critical turning point in the government's approach to improving service delivery in the public sector through the use of innovative technologies. The Prime Minister clearly stated: "We're going to cut bureaucracy across the state, focus government on the priorities of working people, and shift money to the front line." He also emphasised the transformative potential of AI, describing it as "a game changer when it comes to the delivery of public services."

At Agilisys, we welcome this shift towards agile, digitally driven solutions, and have a long history of delivering them to the public sector. Any significant transition like this is inherently complex, and within that complexity are substantial opportunities for positive transformation. Agilisys already uses AI to improve care outcomes and boost productivity in Children's Education and Adult Social Care.

Agilisys EHCP is the product behind EHCP Plus, and uses AI to make a significant reduction in the time caseworkers spend creating complex EHCPs, as well as improving the quality of these plans and ensuring they are consistent with national legislation. This ensures quicker and more effective support for children and young people with Special Educational Needs and Disabilities (SEND). The reduction in drafting time has already freed hundreds of hours of caseworker time that can now be used to support children and families more directly.

Similarly, Agilisys Needs Assessment supports social workers in capturing detailed notes during needs assessments, letting front-line teams focus on delivering care and engaging with citizens. We have delivered impact, with local authorities saying that "Agilisys AI tools have revolutionised the way we work, allowing us to spend more time with residents and improve service delivery." During Social Work Week, we are especially reminded of how these practical tools are making a difference in the hands of dedicated professionals.

Real transformation in local government is about solving the persistent challenges that front-line staff face. The success of any technology, including AI, depends on how it is designed and deployed. We work closely together with councils, ensuring that AI solutions are co-developed to meet the real-world needs of their frontline teams and service users. Every tool we create is shaped by those who use it, whether it is social workers, case officers, or service managers, ensuring that AI enhances, rather than disrupts, critical services. It is a privilege to work with the teams on the ground and at the front line to learn more about the important work they do to support the public.

As the government transitions away from older structures like NHS England, AI will play an increasingly critical role in reshaping public services. Agilisys is deeply committed to partnering with the government and with local authorities across multiple service areas to enhance productivity and free valuable time for staff to focus on the work that truly matters. This will create new opportunities, save substantial costs, and, most importantly, achieve better outcomes for citizens.

We warmly invite further dialogue and collaboration as we build a resilient and adaptable public service framework together, fit for the future.

Sincerely,



**Andrew Mindenhall**

CEO, Agilisys