People Overview and Scrutiny
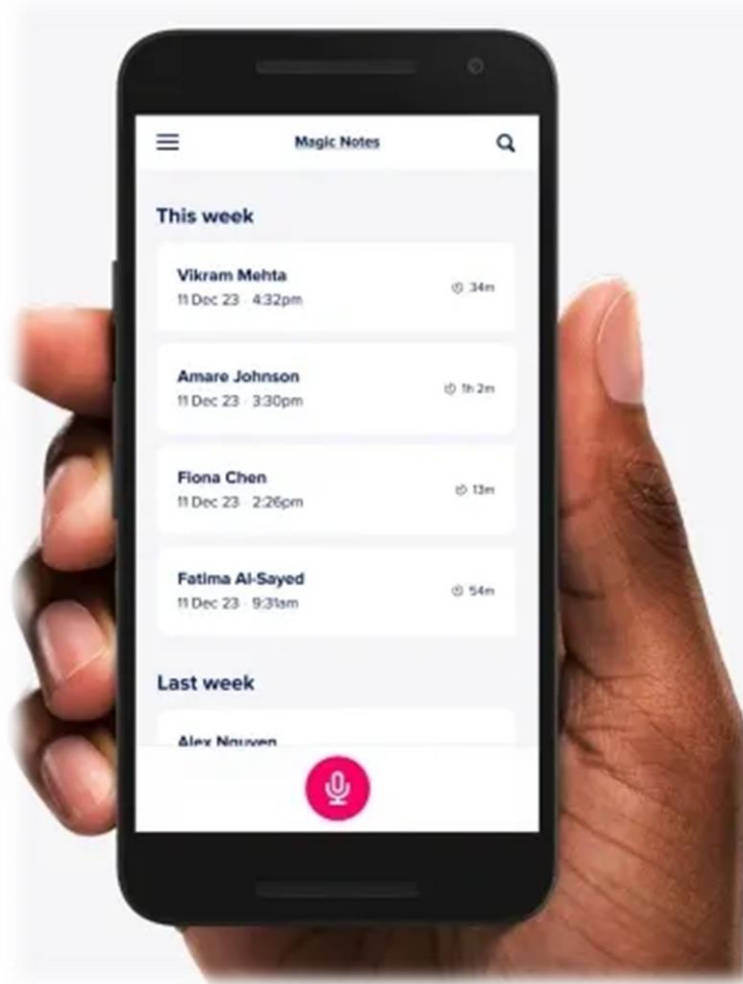## Sub Committee
16th September 2025

Artificial Intelligence
Use in social care and broader council services

Magic Notes and Co-pilot

Magic Notes - Overview and Scrutiny Presentation

- Introduction and Background
- What Magic Notes Does
- Pilot Phase – Activity & Outcomes
- Progress Since Pilot
- Report Consolidation Capabilities
- Benefits
- Staff Feedback
- GDPR and Data Protection
- Bias in Artificial Intelligence

Introduction and Background

Magic Notes is an AI-powered meeting summarisation tool designed to support social care professionals.

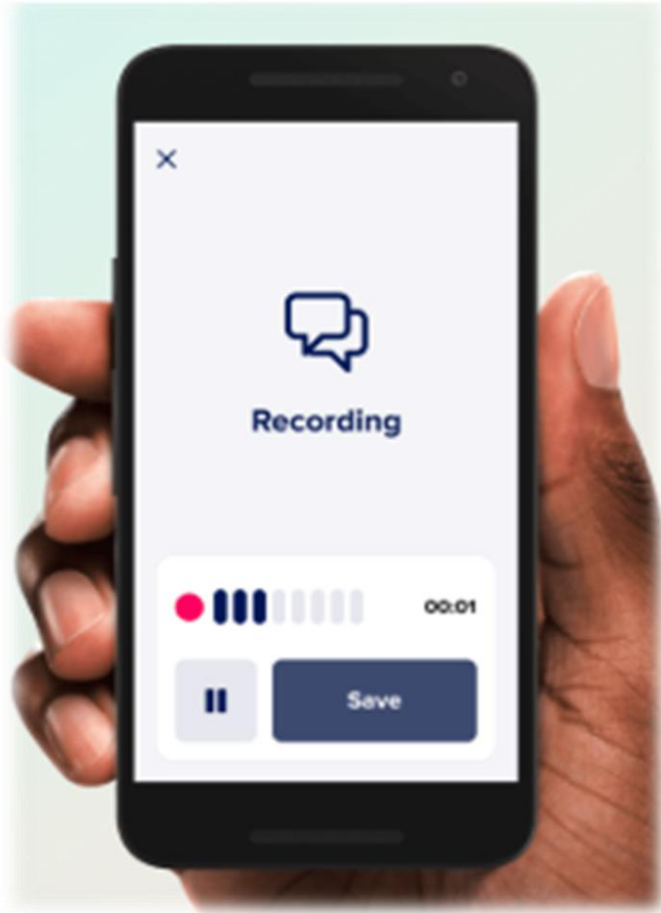It captures voice recordings, transcribes sessions, and generates structured summaries including suggested actions.

Enhancements now include report functionality compiling reports such as BIA & EHCP's in one click.

Developed to reduce administrative burden and improve the quality of assessments and interactions.

What Magic Notes Does

Outputs: Full voice recording, full transcription, summary with actions. Ability to add further comments and notes.

Templates: Care Act Assessment, Occupational Therapy Assessment, Supervision, 121, Homelessness Triage and more.

Reports Education and Health Care Plans (EHCP) & Best Interest Assessment (BIA).

Smart Features: Suggests actions (e.g. safeguarding concerns), compile follow up comms, referrals, translates outputs into other languages.

Pilot Phase – Activity & Outcomes

14 ASC staff participated over 6 weeks

Used Magic Notes during client visits and assessments

Evaluated time savings, report quality, and user experience

Outcomes:

- Significant reduction in time spent on admin and documentation.

- Improved quality and consistency of reports.

- Enhanced engagement between workers and clients.

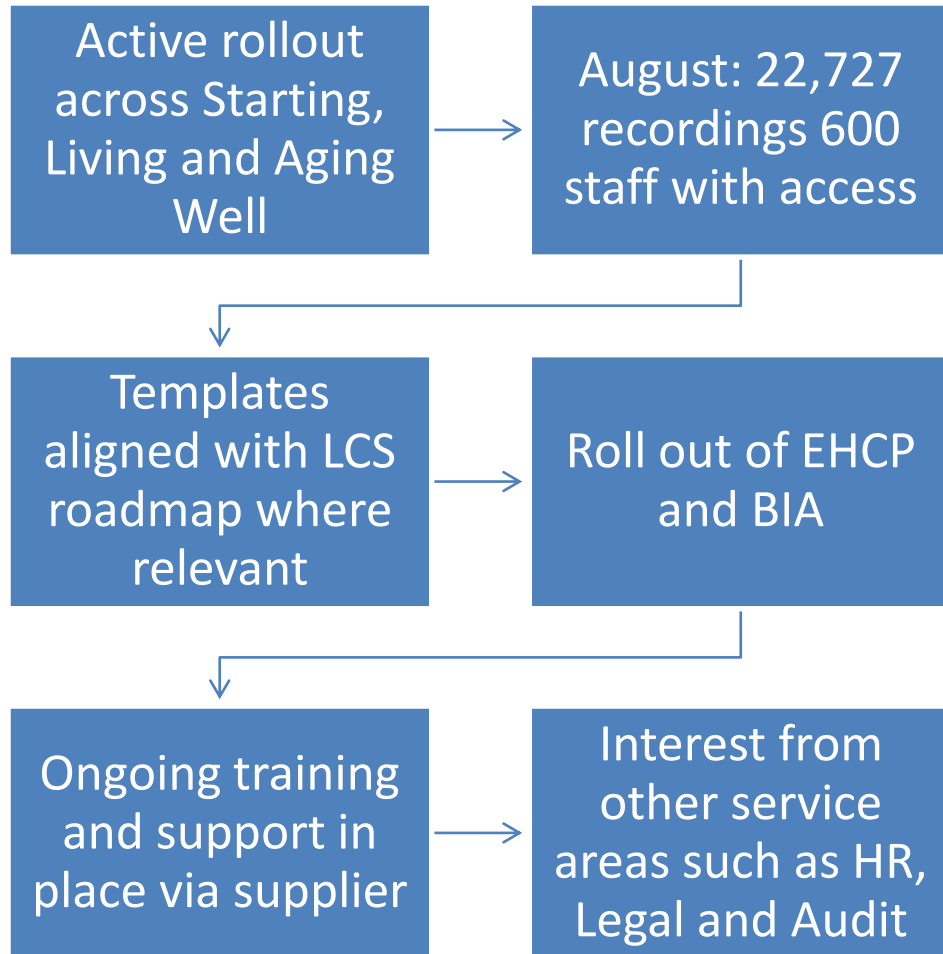- Positive staff feedback and increased interest in wider rollout.

'Improved accuracy for non-native English speakers'

'Enabled me to focus on the conversation'

'Notes were ready immediately after visits'

Havering
LONDON BOROUGH

Progress Since Pilot

Active rollout across Starting, Living and Aging Well

→ August: 22,727 recordings 600 staff with access

Templates aligned with LCS roadmap where relevant

→ Roll out of EHCP and BIA

Ongoing training and support in place via supplier

→ Interest from other service areas such as HR, Legal and Audit

Report Consolidation Capabilities

Streamlined EHCP Drafting: Consolidates multiple inputs into a single draft report.

Efficiency Gains: Drafts generated in minutes, reducing manual effort.

Contract Details: £10 per report but we have 1000 reports included in 2-year contract. (Comparison: EHCP Plan Writer = £130 - £240 per report)

Cost-Effectiveness: More economical than agency staff.

Quality Assurance: Comparable to human writers, could support annual reviews and educational psychologist reports.

Operational Impact: Easy to use, scalable solution for EHCP backlogs.

Benefits

Efficiency: Reduced admin time and faster documentation.

Quality: More accurate and structured assessments.

Accessibility: Language translation and inclusive design.

Scalability: Flexible licensing and low-risk expansion.

Evidence Base: Staff survey - 86% staff reporting time saved on Admin.

QA: Align with existing Quality Assurance processes.

Benefits cont...

Time spent before Magic Notes

Category	Average (minutes)
Team Meetings	71.97
Client or Stakeholder Meetings	80.11
121 Supervision Meetings	74.90
General Meeting	80.34
Assessments	107.60

Time spent with Magic Notes

Category	Average (minutes)
Team Meetings	36.33
Client or Stakeholder Meetings	41.72
121 Supervision Meetings	47.25
General Meeting	39.38
Assessments	57.13

An average saving of **38.62 minutes**

Staff Feedback

Survey results – survey is still running but initial headlines:

Using the time saved:

- More quality time with service user/family.
- Able to manage more and complex cases.
- Increased productivity while maintaining work-life balance.

General feedback on the tool:

- Significant time saved on admin tasks with quicker, higher-quality completion.
- Social workers can focus on clients without note-taking distractions.
- Strong support for multiple languages.
- Overall satisfaction rated 8/10.

When asked about service users:

- Clients appreciate the fast delivery and thoroughness of assessment reports.
- Social workers engage better with service users due to increased presence.
- Some concerns remain about lack of body language cues and being recorded.

Things to address/consider:

- Notes can be repetitive and lack context — require full read-through for accuracy; increase use of "Describe a change".
- Body language and recording concerns — consider capturing these in staff notes post-meeting.
- Reinforce service users' choice and control.

Staff Feedback cont…

Practitioner Testimonials:

- 'If we do not keep this after the pilot, I will quit—it has saved me so much time.'
- 'It has enabled me to be fully involved in the conversation without the distraction of taking notes.'
- 'I had two assessment visits back-to-back—this ensured my notes were ready when I got back to the office.'
- 'English is not my first language, so the written notes are now more accurate and timely.'

Manager Endorsements:

- Team Manager for Children in Care: 'Magic Notes saves time and allows me to focus, reflect, and contribute meaningfully to meetings.'

Cultural Impact:

- Staff feel more connected and less burdened by admin.

GDPR and Data Protection

- Magic Notes complies with UK GDPR and the Data Protection Act 2018.

- Consent-Based Use - Staff must obtain consent before using Magic Notes.

- Retention Period - Data retained for 30 days.

- Storage - Secure UK-based cloud servers.

- Notes only accessible by staff who took recording.

- Governance and Oversight - DPIA Completed prior to pilot & updated privacy notices in place.

- Met Police issue with all AI – Loti leading on resolution.

Bias in Artificial Intelligence

A recent study found some models show gender bias when summarising social care notes- actions our supplier Beam are taking:

Beam's Mitigation Actions

- Model choice: GPT-4o for its fairness and accuracy.
- Accuracy tools: Includes ElevenLabs Scribe for better output.
- Ongoing reviews: Combines human and automated checks.
- Built-in safeguards: Templates use gender-neutral language.
- Human oversight: Practitioners verify details with citations.

Evaluation Plans

- Independent review with Kent County Council.
- Bias testing using London School of Economics methods.
- Public focus groups on artificial intelligence in care.
- Sector-wide report from 50+ pilot evaluations.

What Microsoft Copilot Does

☐ AI-Powered Content Creation - Drafts documents, emails, and presentations instantly

📊 Real-Time Data Analysis - Builds formulas, charts, and insights in Excel

🔗 Seamless Integration Across Microsoft 365 - Embedded across Word, Excel, PowerPoint, Outlook, Teams

❓ Personalized Assistance - Uses Havering's data to tailor responses

📅 Meeting & Communication Support - Summarises meetings, tracks actions, drafts replies

Copilot Pilot Phase

150 licenses rolled out and "Community of Best Practice" setup.

Engaged with Phoenix (via Microsoft) to deliver training

Tracked time savings & efficiencies via a log

Outcomes

Uses ranged from taking meeting minutes, producing draft documents or processes and assisting with coding.

Copilot was used across the full range of Microsoft Applications.

Time savings varied, but savings of up to 48 hours per month were logged.

Training videos and information stored in the Centre of Excellence Teams area for wider rollout when/if needed

Next steps

Uses cases for trackable time and/or cost savings to be identified

The above will feed into a business case for wider rollout across the organisation (if outcomes support this)

Questions