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QUESTION BY COUNCILLOR

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PLYMOUTH
CITY COUNCIL

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Question submitted by: Councillor Charlotte Holloway
To Cabinet Member: Councillor Sue Dann
Question: What AI tools and services are currently available and being provided by Plymouth City Council to council staff and councillors, and what assessment has been made of their ability to improve efficiencies of the day to day running of the council? Where is Artificial Intelligence software currently being used in the provision of council services to the general public? How were these chosen and how are they evaluated?
Response: (for completion by City Council officers and Cabinet Members) The Council is exploring the use of chat based generative AI tools, piloting licenced versions of the Microsoft CoPilot as well as allowing controlled access to the other publicly available software. We've tested CoPilot against a number of different business requirements and discovered that whilst it is currently capable of creating operational efficiencies, cashable savings are not obvious. This means that we can't cost justify a wider deployment at present. We have also found that there are still technical limits on how tools like this work. The limits prevent them from being deployed as working solutions to many of our business challenges currently. At present the Council is not using AI to provide services directly to our residents. We continue to monitor the market and look for opportunities where they will benefit customers and the Council.
Signed: Councillor Sue Dann **Dated:**   10 September 2024