

The Voice of Warwickshire Panel

Survey 11: Artificial Intelligence (AI)

Produced by the Business Intelligence Service

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Executive Summary

This survey asked the Voice of Warwickshire panel about Artificial Intelligence (AI) to understand their knowledge of AI and their thoughts on the potential use of it at Warwickshire County Council. Responses will be used to help develop our policies and communications around AI as it is important that we explain to our residents how we are utilising AI in the delivery of our services.

There were 410 responses to the survey, a response rate of 43.1%.

Understanding and awareness of Artificial Intelligence (AI)

- Nearly all (97.3%, n=399) respondents had heard of AI, with 70.5% (n=289) indicating they could give a partial explanation. A small number 2.7% (n=11) indicated that they had never heard of AI.
- Respondents were presented with a number of statements and asked how strongly they agreed or disagreed with them:
 - **I am willing to trust AI:** 44.6% (n=182) of those responding said they are not sure. There were 42.6% (n=174) of respondents answering who either disagreed or strongly disagreed, whilst 12.7% (n=52) agreed or strongly agreed.
 - **AI is technological advancement that should be embraced:** 42.2% (n=172) agreed or strongly agreed, whilst 41.7% (n=170) of respondents who answered said they are not sure. A smaller proportion (16.2%, n=66) disagreed or strongly disagreed.
 - **The use of AI can increase efficiency in my day-to-day activities:** 40.8% (n=167) agreed or strongly agreed, with 38.6% (n=158) of those responding saying they are not sure. Around a fifth (20.5%, n=84) said they disagreed or strongly disagreed.
 - **The use of AI can increase efficiency within local government:** 45.5% (n=185) of those responding said they are not sure, whilst 38.6% (n=157) agreed or strongly agreed. A smaller proportion (16%, n=65) said they disagreed or strongly disagreed.
- The final question in this section asked respondents to provide one word to describe their thoughts on AI; 152 different words were given by respondents, with the most commonly used word being “unsure” (n=4). The words provided could be sorted into five different themes: Negative, Positive, ‘Unsure, mixed or worried’, ‘New Technology/Growth’ and other.

The use of Artificial Intelligence (AI)

- The first question in this section listed a number of statements and asked how concerned respondents were about each issue. Responses for each statement are as follows (including only those who responded):
 - **Cybersecurity risks/ crimes or attacks carried out using the internet:** 90.2% (n=370) respondents said they were concerned or very concerned about this.

There were 20 respondents (4.9%) who were either unconcerned or very unconcerned.

- **Job loss due to automation:** 62.1% (n=251) of respondents were either very concerned or concerned about this statement. There were 14.9% (n=60) who were unconcerned or very unconcerned.
- **Loss of privacy/data:** 91.4% (n=373) respondents said they were concerned or very concerned about this statement, with 2.9% (n=12) saying they were unconcerned or very unconcerned.
- **De-skilling the workforce:** 69.5% (n=282) respondents were either very concerned or concerned about this statement, with 11.6% (n=47) saying they were unconcerned or very unconcerned.
- **Making things 'too easy'/making us 'lazy:** 57.6% (n=235) of respondents were concerned or very concerned about this statement, whilst 18.6% (n=76) were either unconcerned or very unconcerned.
- **Inaccurate outcome/potential for biased results:** 86.8% (n=355) were either concerned or very concerned, whilst 3.2% (n=13) were unconcerned or very unconcerned.
- **Disadvantaged by an outcome of an AI system:** 74.1% (n=301) respondents were concerned or very concerned, whilst 5.7% (n=23) were unconcerned or very unconcerned.

Respondents were then asked if they had any other concerns about Artificial Intelligence (AI). The most frequently occurring themes within the comments provided were 'misuse and abuse' and 'loss of interaction or thinking skills'.

The use of Artificial Intelligence (AI) at Warwickshire County Council and in Local Government

- Respondents were asked how they felt about the use of AI in local government/at Warwickshire County Council. Several themes were identified from the comments provided, with the most frequently occurring being; 'Use alongside humans or only for some tasks', 'Customer service or chat bots', and 'efficiency and cost', and 'must have controls'.
- Respondents were then asked, 'how confident are you that Warwickshire County Council will regulate and govern AI in the best interest of the public?'. There were 15.3% (n=63) of respondents answering who were confident or extremely confident, whilst just under half (48.9%, n=201) of respondents answering said they were either not at all confident or just slightly confident.
- Respondents were then asked, 'What would you expect to see in place at WCC to ensure trust in the use of AI?'. Respondents could select all of the options they felt applied. All of the suggested measures were selected by a majority of respondents, with the most popular being 'The accuracy and reliability of a system that uses AI is continuously monitored', with 344 (84.1%) of respondents who answered selecting this. Similar proportions of respondents who answered selected the following two statements; 'An AI ethics 'code of conduct' describing where it might, or might not, be appropriate to use AI' (n=340, 83.1%) and 'Adherence to standards that ensures the technology behind the

AI is completely transparent' (i.e. we have a full understanding of how the AI works) (n=335, 81.9%).

- Respondents were also asked 'Which of the following do you think are risks that may arise due to using AI at WCC?'. The four most selected statements were 'Over reliance on the decisions made by AI', 'Important decisions made by computers without human input', 'Some people will be unable to access services and will be left behind' and 'New technology could be biased and lead to unfair outcomes'.
- Respondents were asked 'To what extent do you agree or disagree that AI will improve public services for residents through the following'. Results are as follows (including only those who responded):
 - **Improved efficiency (services being delivered more quickly):** 33.6% (n=137) agreed or strongly agreed, whilst 25.2% (n=103) disagreed or strongly disagreed with this statement. Around two fifths (41.2%, n=168) of respondents said they were not sure.
 - **Increased innovation (working in new and creative ways):** 33.9% (n=138) said they agreed or strongly agreed, whilst 21.6% (n=88) of respondents disagreed or strongly disagreed with this statement. There were 44.5% (n=181) of respondents who said they were not sure.
 - **Improved effectiveness (better outcomes for residents):** 29.1% (n=118) of respondents disagreed or strongly disagreed with this statement, whilst 21.7% (n=88) agreed or strongly agreed. Almost half of respondents (49.3%, n=200) said they weren't sure.
 - **Reduced costs (saving money in delivering services):** 37% (n=151) agreed or strongly agreed with this statement, whilst 25.5% (n=104) of respondents said they disagreed or strongly disagreed. 37.5% (n=153) of respondents said they weren't sure.
 - **Enhanced precision and personalisation (more accurate, tailored services to meet individual needs):** 40.9% (n=166) of respondents said they either disagreed or strongly disagreed with this statement. Around a fifth (19.5%, n=79) said they agreed or strongly agreed, whilst 39.7% (n=161) said they weren't sure.
 - **Improved decision making (using technology to supplement professional judgement):** 36.5% (n=149) of respondents said they disagreed or strongly disagreed with this statement, whilst 23% (n=94) said they agreed or strongly agreed. Two fifths (40.4%, n=165) said they were not sure.
- Respondents were then asked how they would like to be informed about AI use at WCC. A range of different communication methods were suggested, as well as other themes in the comments provided. The most frequently mentioned method was email, followed by letters or post and then 'website'. Other than communication methods, the most frequently mentioned theme was 'Transparency when AI is used or at point of use'.
- Lastly, respondents were asked for any final comments on AI. A range of themes were identified, the most frequently occurring being; 'AI to only be used for specific tasks, not to replace humans', 'negative impacts', and 'some benefit or agreement'.

Background

The Voice of Warwickshire panel (VoW) was launched in October 2021 when residents in Warwickshire were invited to register and join the panel. The panel gives residents aged 18 and over in Warwickshire an opportunity to share their views on the big issues in Warwickshire, like health and wellbeing, climate change and sustainability, community safety, education, transport, economic growth, inequalities, inclusion, and more.

This report summarises the results of the eleventh survey sent to all 952 Voice of Warwickshire panel members. This survey was intended to gather panel members' views on Artificial Intelligence (AI).

Method

An online survey was hosted on the Citizen Space 'Ask Warwickshire' site via a private link only available to panel members. All members of the panel were asked how they would prefer to complete surveys when they initially signed up to join the panel. The majority (>99%) of panel members opted to complete online surveys with five members advising they would prefer to complete paper-based surveys. Those opting for paper-based surveys were contacted by phone and asked if they would like to complete the survey via the phone. The other panel members were sent an email with a link to participate in the online survey. A total of two reminder emails were sent to those who had not completed the survey during the live period. In total, an email with a link to the survey was distributed to 952 members of the Voice of Warwickshire panel.

The survey ran from 26 June 2024 to 21 July 2024. Descriptive analysis of quantitative data is presented in tables and figures. Qualitative (open text) data has been analysed using thematic analysis. Themes are presented and a range of example quotations are used to illustrate these themes throughout and to demonstrate a range of views shared. Please note, in some places these quotes are extracts, and in some cases, they may have been amended for obvious spelling and grammatical errors, or to omit information that might identify an individual or organisation (usually indicated with square brackets '[]'). Other than these amendments, all quotes are reported as they were submitted in the survey. Some quotes will have multiple themes attached to them, to ensure all topics raised are captured during analysis.

[Appendix 1](#) provides the survey questions.

Results

There were 410 responses to the survey, a response rate of 43.1%.

4.1 Respondent Profile

Figure 1 and Table 1 show where panel members that responded live. The place of residence of panel members responding to the survey is broadly similar to the distribution of residents aged 18 and over in Warwickshire.

Figure 1: District/borough of residence of respondents

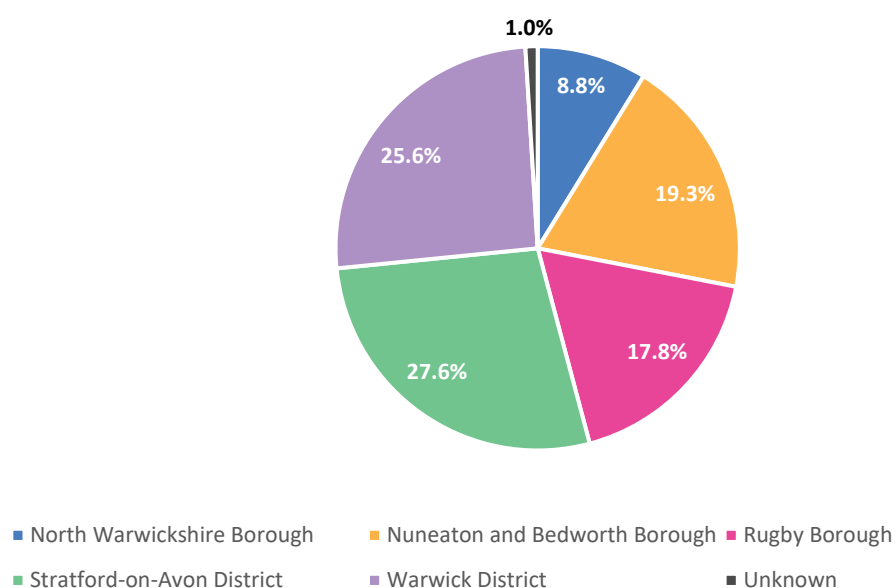


Table 1: Place of residence of respondents compared with panel membership and the Warwickshire population.

District	Number of respondents	% respondents	% total VoW panel *	% total Warwickshire**
North Warwickshire Borough	36	8.8%	10.1%	10.9%
Nuneaton & Bedworth Borough	79	19.3%	18.8%	21.9%
Rugby Borough	73	17.8%	19.8%	18.7%
Stratford-on-Avon District	113	27.6%	23.2%	23.3%
Warwick District	105	25.6%	28.1%	25.2%
Unknown	4	1%	-	-

*This is the current composition of the Voice of Warwickshire panel (August 2024)

**This is the composition of the Warwickshire population aged 18 and over based on mid-2022 population estimates

Table 2 shows the characteristics of panel members responding to the survey and compares this to the characteristics of the Voice of Warwickshire panel and Warwickshire population (aged 18 and over) where available.

Table 2 – Characteristics of respondents to survey (410 respondents)

Gender Identity	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Female	202	49.3%	52.8%	51.2%
Male	178	43.3%	42.3%	48.8%
Non-binary	4	1%	0.6%	-
Prefer not to say	12	2.9%	1.8%	-
Prefer to self-describe	10	2.4%	2.5%	-
Not known	4	1%	-	-

Age in years	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
18-24	2	0.5%	1.2%	9.3%
25-39	32	7.8%	14.6%	23.9%
40-49	53	12.9%	17.2%	15.7%
50-59	85	20.7%	23.7%	17.9%
60-64	63	15.4%	12.7%	7.5%
65-74	122	29.8%	21.6%	13.3%
75+	43	10.5%	7.6%	12.4%
Prefer not to say	6	1.5%	1.5%	-
Not known	4	1%	-	-

Sexual Orientation	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Asexual	11	2.7%	3.3%	-
Bi/bisexual	10	2.4%	3.6%	1.1%
Heterosexual/straight	323	78.8%	79%	90.9%
Gay Man	8	2%	1.8%	1.2%
Gay woman/lesbian	1	0.2%	0.7%	1.2%
Pansexual	4	1%	0.7%	-
Other	1	0.2%	0.2%	0.3%
Prefer not to say	45	11%	9.7%	-
Not known	4	1%	1.1%	6.5%

Long standing illness or disability	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Yes	74	18%	19.1%	16.8%
No	321	78.3%	77.9%	83.2%
Prefer not to say	11	2.7%	2.9%	-
Not known	4	1%	-	-

Ethnicity	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Arab	-	-	0.1%	
Asian or Asian British - Bangladeshi	-	-	-	0.1%
Asian or Asian British - Indian	7	1.7%	3.4%	4.1%
Asian or Asian British - Pakistani	-	-	0.2%	0.5%
Black or Black British - African	1	0.2%	0.7%	0.4%
Black or Black British - Caribbean	2	0.5%	0.6%	0.4%
Chinese	2	0.5%	1.1%	0.5%
Gypsy or Traveller	4	1%	0.4%	0.2%
Mixed - White and Asian	-	-	0.4%	0.8%
Mixed - White and Black Caribbean	1	0.2%	0.3%	0.2%
Other Asian background	-	-	0.3%	1.0%
Other Black background	-	-	0.1%	-
Other Mixed background	1	0.2%	0.5%	0.5%
Other White background	14	3.4%	4.8%	5.9%
Prefer not to say	12	2.9%	2.4%	-
Prefer to self-describe	5	1.2%	0.9%	-
White British	354	86.3%	82.1%	82.1%
White Irish	3	0.7%	1.1%	0.9%
Not known	4	1%	-	-

Religion	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Buddhist	4	1%	1.1%	0.4%
Christian	193	47.5%	45.4%	50.4%
Hinduism	2	0.5%	1.4%	1.8%
Islam	1	0.2%	0.9%	1.5%
Judaism	2	0.5%	0.4%	0.1%
Sikhism	2	0.5%	0.9%	2.1%
Spiritual	10	2.5%	2%	-
Other religion or belief	4	1%	1.3%	0.5%
No religion	150	36.9%	38.1%	37.6%
Prefer not to say	34	8.4%	7.1%	-
Not known	4	1%	1.4%	6.6%

* Based on ONS (Office for National Statistics) 2022 mid-population estimates and 2021 Census data

4.2 Understanding and awareness of Artificial Intelligence (AI)

Question 1: Have you heard of the term Artificial Intelligence (AI)?

The first question asked respondents if they have heard of Artificial Intelligence (AI). All respondents answered the question. Nearly all (97.3%, n= 399) respondents had heard of AI, whilst most (89%, n=365) could give at least a partial explanation of it. Around a fifth (18.5%, n=76) said they could explain what AI is in detail (Figure 2). Table 3 summarises results by age group.

Figure 2 –responses to “Have you heard of the term Artificial Intelligence?”

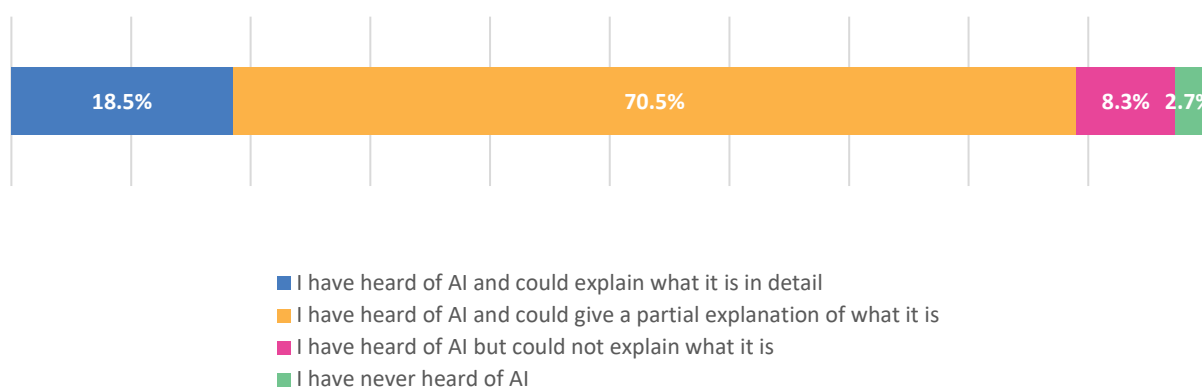


Table 3 –number and percentage (of each age group) responding to “Have you heard of the term Artificial Intelligence?” (by age)

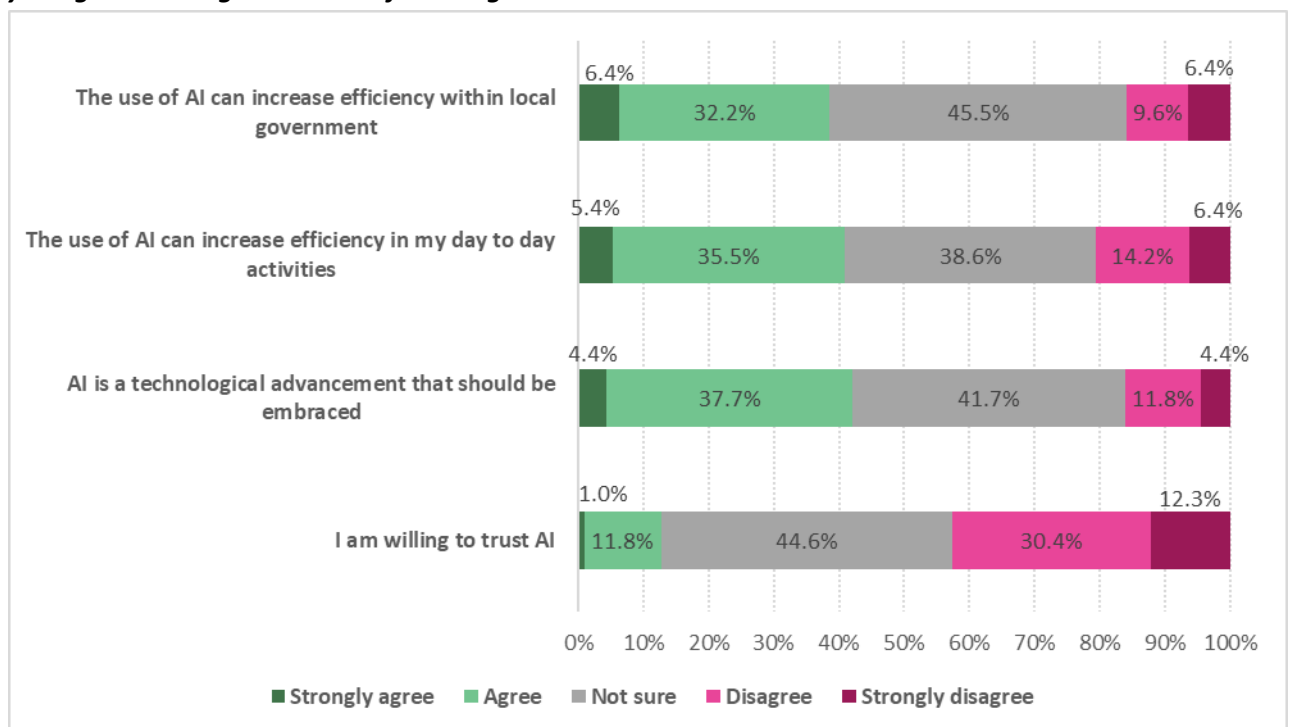
Theme	18-24	25-39	40-49	50-59	60-64	65-74	75+	Unknown
I have heard of AI and could explain what it is in detail	1 (50.0%)	11 (34.4%)	11 (20.8%)	21 (24.7%)	8 (12.7%)	17 (13.9%)	2 (4.7%)	5 (50.0%)
I have heard of AI and could give a partial explanation of what it is	1 (50.0%)	20 (62.5%)	36 (67.9%)	53 (62.4%)	49 (77.8%)	89 (73.0%)	37 (86.0%)	4 (40.0%)
I have heard of AI but could not explain what it is	-	1 (3.1%)	5 (9.4%)	7 (8.2%)	6 (9.5%)	11 (9.0%)	4 (9.3%)	-
I have never heard of AI	-	-	1 (1.9%)	4 (4.7%)	-	5 (4.1%)	-	1 (10.0%)
Total	2 (100%)	32 (100%)	53 (100%)	85 (100%)	63 (100%)	122 (100%)	43 (100%)	10 (100%)

Question 2: Based on your current understanding of AI, please indicate if you agree or disagree with the following statements.

The next question asked respondents to tell us their level of agreement to several statements about AI. Figure 3 below shows the responses to each statement (excluding those who did not respond). The statement which generated the highest level of disagreement was ‘I am willing to trust AI’, with 42.6% (n=174) of those responding saying they disagreed or strongly disagreed. A similar proportion (44.6%, n=182) responded ‘not sure’.

Around 40% of respondents answering said they were ‘not sure’ in response to all statements. Just over two fifths (42.2%, n=172) of respondents (who answered the question) strongly agreed or agreed that ‘AI is a technological advancement that should be embraced’. Similar proportions strongly agreed or agreed with the other two statements; ‘The use of AI can increase efficiency in my day-to-day activities’ (40.8%, n=167), and ‘The use of AI can increase efficiency within local government’ (38.6%, n=157).

Figure 3 –percentage of responses to “Based on your current understanding of AI, please indicate if you agree or disagree with the following statements”



New Technology/Growth	Advanced (n=3), Future (n=3), Innovation (n=2), Learning (n=2), Robot (n=2), Algorithms, Challenging, Developing, Evolving, Expansion, Experimental, Ground breaking, Improvement, New, Possibilities, Progress, Revolutionary, Scientific, Unprecedented
Other	Terminator (n=2), What (n=2), Autocomplete, Boundary, Computer, Governance, Happening, Iterative, Orwellian, Patterns, Penny pinching, Potential, Powerful, Predicting, Programming, Regulation, Sidekick, Technical, Technology, Tool, Truthfulness, Watching

4.3 The use of Artificial Intelligence (AI)

The next section of the survey consisted of two questions, respondents were given a description of AI and some examples of their uses.

Question 4: How concerned are you about the following with regards to Artificial Intelligence (AI)?

The first question in this section asks respondents how concerned they are about the use of Artificial Intelligence (AI), with regards to a range of statements. The three statements with the highest level of concern (respondents who answered either saying they were concerned or very concerned) were; loss of privacy/data (91.4%, n=373), Cybersecurity risks/crimes or attacks carried out using the internet (90.2%, n=370), and Inaccurate outcome/ potential for biased results (86.6%, n=355) (Figure 5 and Table 5).

The highest proportion of respondents saying they were less concerned (either very unconcerned or unconcerned) was in response to the statement 'Making things 'too easy'/making us 'lazy' (18.6%, n=76). However, over half (57.6%, 235) of respondents still showed some level of concern over this statement. Over half of all respondents showed concern for all the statements provided.

Figure 5 - responses to “How concerned are you about the following with regards to Artificial Intelligence (AI)?”

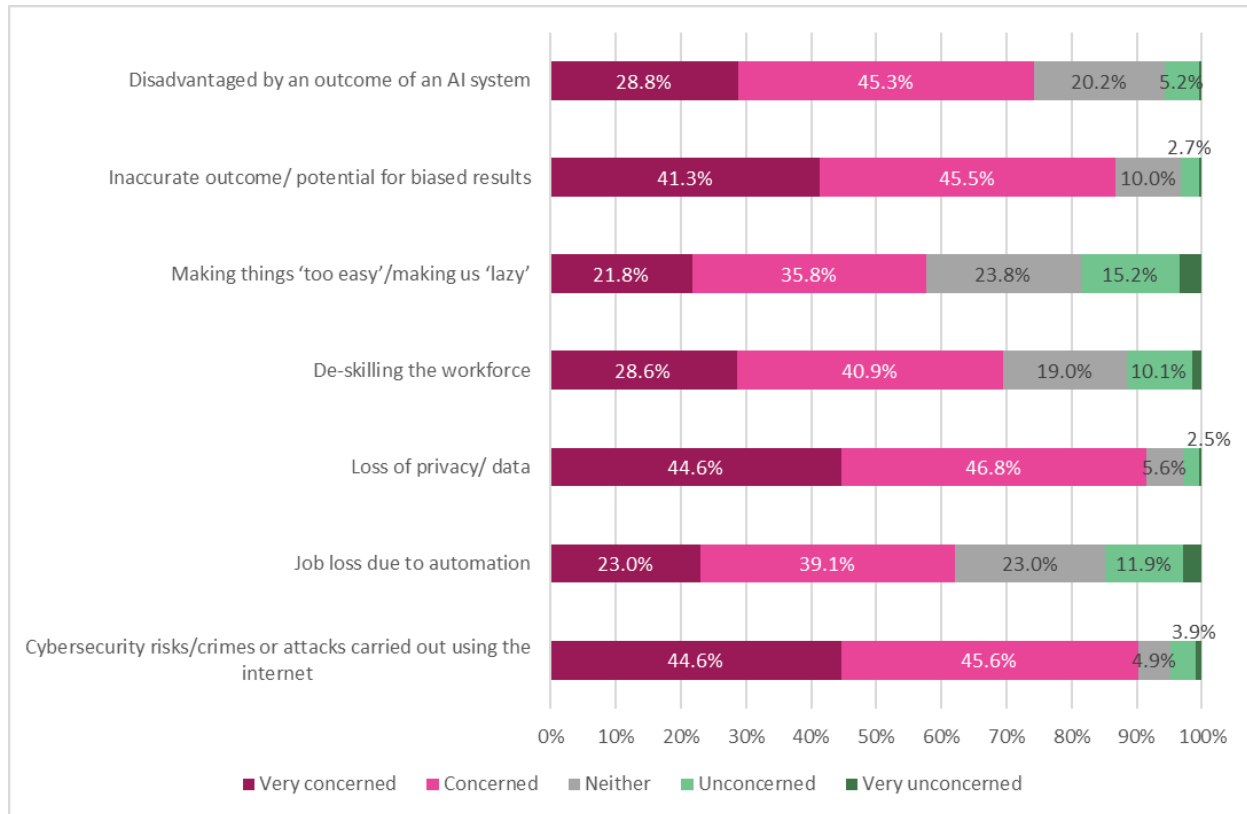


Table 5 – number of responses to “How concerned are you about the following with regards to Artificial Intelligence (AI)?”

Statements	Very concerned	Concerned	Neither	Unconcerned	Very unconcerned
Disadvantaged by an outcome of an AI system	117	184	82	21	2
Inaccurate outcome/ potential for biased results	169	186	41	11	2
Making things ‘too easy’/ making us ‘lazy’	89	146	97	62	14
De-skilling the workforce	116	166	77	41	6
Loss of privacy/ data	182	191	23	10	2
Job loss due to automation	93	158	93	48	12
Cybersecurity risks/ crimes or attacks carried out using the internet	183	187	20	16	4

Question 5: Are there any other concerns you have about Artificial Intelligence (AI)?

The final question in this section was an open text question asking respondents if they have any other concerns about AI. A total of 68% (n=279) respondents answered this question. A range of themes were identified from the responses provided, as shown in Table 6 below.

Table 6 - Themes identified in qualitative analysis of Question 5 “Are there any other concerns you have about Artificial Intelligence (AI)?”

Theme	Number of responses	Example responses
<p>Misuse or abuse of AI</p> <p><i>This theme focuses on comments that expressed concerns over AI being misused or abuse – this ranged from concerns such as data security and privacy, scams, and unethical profit making, to criminal and exploitative activity.</i></p> <p><i>The concerns expressed included those impacting people on a personal basis, as well as political, national and international concerns.</i></p>	<p>77</p>	<p><i>“Generative AI for text, imagery and video mostly has bad and lazy connotations, as a [occupation] this worries me not just for it supposed ease of use by non-artists, it's how the data scraped from the web has been used without consent by the original artist or photographer without recompense.... Deep fake images and now videos are becoming so good that the misuse of this technology is on the increase....”</i></p> <p><i>“In some areas it poses a grave threat - bias, manipulation, hacking...”</i></p> <p><i>“It needs to be monitored to prevent data breaches plus scams such as photos of political, royal and the entertainment industry. General public need to be informed of what to trust.”</i></p> <p><i>“Used by criminals or people with malicious intentions.”</i></p> <p><i>“I am concerned that the developments and the speed of change of these technologies will always outpace democratic legislation designed to protect against actors of bad faith, either extreme politicians or big tech companies that only have profit and self serving interests at the core of their actions. These toys get bigger and more dangerous everyday. We also face an existential threat from internal and foreign rogue state actions. The spread of deep fake and deliberate misinformation, lies and emotional manipulation from political parties during elections, misinformation posted by 'bots' on fake social media accounts are not being dealt with by media companies because it reduces their profits is despicable and they need to be held to account with huge financial sanctions to bring them in line with honest and transparent practice. It needs determined political will at local and national levels to make this happen.”</i></p> <p><i>“The current political situation, and approaching General Election, has been highlighted on the national news as a potential source of AI generated falsehoods. There is also the potential threat of misleading advertising generated using AI, and an increased likelihood of scams generated in the same way.”</i></p>

		<p><i>"Whilst we are and have been using AI go many years, the concerning factors are how voice, appearance and other factors can be replicated to make you believe something that isn't real."</i></p>
<p>General concern</p> <p><i>This theme includes comments that express general disagreement or concern about AI; for example, concerns about not knowing about AI or its impacts. Some concerns were quite specific, whilst others noted a balance between AI being both good and bad.</i></p>	61	<p><i>"I worry that I don't really know the scale of what AI can do. I feel concerned that us humans may become second place citizens if AI is not properly controlled and regulated."</i></p> <p><i>"Future vulnerability to loss of service due to power outages or cyber attacks. There should be humans capable of doing the job in these situations."</i></p> <p><i>"Who controls it?"</i></p> <p><i>"Could be the end of humans - once AI can operate autonomously and self learn, it will quickly realise that humans are the root cause of most problems the earth is facing and decide to resolve the situation!"</i></p> <p><i>"Our inherent trust in such an interaction is worrying..."</i></p> <p><i>"Who controls it, who monitors it and who implements it. Who is checking for any abuse of AI?"</i></p> <p><i>"...When I purchase anything online or instore, I am bombarded almost immediately with targeted adverts offering a similar product or service via my social medias and pop ups on my phone. I am uncomfortable with my total loss of my privacy due to sharing of my data to be profiled by AI..."</i></p> <p><i>"Misunderstanding over what it can, can't, should and shouldn't do. Should be treated like a powerful tool. Very useful, but also dangerous when used incorrectly".</i></p> <p><i>"Just a bit scary really"</i></p>
<p>Loss of interaction, thinking skills or human connection</p> <p><i>Comments under this theme express concern about losing human interaction, intelligence and skills. Some feel concern about losing the 'human connection' in day to day tasks, whilst others have concern that reliance on AI will mean practical skills are lost.</i></p> <p><i>Some comments express frustration on a personal</i></p>	56	<p><i>"...The increased lack of personal interaction resulting in mental deterioration of lonely and vulnerable people. Interaction skills lost by many, particularly young who will not learn to read people's expressions or body language which can be more truthful than what they say."</i></p> <p><i>"...I also have concerns about isolation of vulnerable individuals. We are human and interactions with other humans, even over the phone, are essential to well being, mental function, community spirit, etc. The money may be saved in one part of the 'system' but there will be increased spend in other, often more costly, areas. The silo mentality and reward structures of large organisations and government bodies doesn't won't care at a departmental level but will in the long run when it</i></p>

level (for example, customer service using 'bots' instead of humans), whilst others express concern over widespread impacts, such as isolation and culture loss.

will be harder to unpick the bits that work from the bits that don't"

"I think that people in the workplace already rely too heavily on computers and, very often, are too lazy to use their own brains. As I see it, A.I. will only make this problem worse. It can be very difficult for an individual to argue against the output of a computer..."

"I think the main problem is dumbing down every aspect of life for generations to come. I am particularly concerned about education, spoken and written English, accuracy of spelling and the fact that laziness is already creeping in."

"Devaluing artistic (musical, visual, word art) creative endeavours by humans."

"There is enough evidence of box ticking to make decisions in Warwickshire County Council before AI is introduced. I fear the worst when asking questions to employees of WCC that the understanding will result in "I don't know, that just the way it is.""

"Losing personal abilities to solve problems and undertake certain types of tasks"

"Lack of personal interaction."

"As I get older I struggle to keep up with changing technology. Increased uses of AI will further isolate from accessing services. I STILL WANT TO TALK TO PEOPLE AND ASK QUESTIONS OF TRAINED PEOPLE!!!!!"

"The disconnection with human contact in interactions and social isolation."

"The overall disintegration of social interaction and the loss of the human common sense factor looking at the overall picture and personal factors."

"Companies and organisations that use chat bots rather than being able to speak to an actual person risk alienating their human customers."

"Social identity and loss of culture."

"Being Disabled I would find it hard to trust an AI system as it's not having the ability to empathise on a human and emotional crisis"

"Dehumanization of teaching/learning in education The same applies in healthcare where empathy and compassion are essential. The frustration in Chatbots

		<p><i>taking things too literally Being unable to accurately understand questions and therefore providing senseless answers”</i></p> <p><i>“As human beings and local services are replaced by automation/online services/chatbots etc., the elderly, disabled, poor become cut off/excluded/disadvantaged/disempowered in society....”</i></p>
<p>Legislation and Regulation</p> <p><i>Comments in this theme focused on ways in which AI should be controlled. Some comments included more general calls for regulation, whilst others specifically mentioned types of regulation, such as legislation.</i></p> <p><i>Many comments expressed concern over the lack of regulation.</i></p>	45	<p><i>“need safety mechanisms to monitor and protect”</i></p> <p><i>“...The advancements in using AI for driverless vehicles needs to be carefully managed. Those advocating and pushing the use of AI allow their enthusiasm to blind them to the dangers and limitations of AI. Careful management and introduction of AI can bring benefits, but this requires organisations and people to analyse, monitor and evaluate AI use.”</i></p> <p><i>“I think there is significant potential for it to become the defence/excuse for those in positions of responsibility when they make errors (whether intentional or not) and/or fail to take reasonable actions.”</i></p> <p><i>“Main concern is that the legislation that could control and oversee AI is decades out of date. And those that could change the legislation don’t understand AI enough to update it well.”</i></p> <p><i>“Unregulated, which worries me greatly. It is still unreliable and not 100% accurate. I also worry about the potential to compromise the reliability of assessments and exams.”</i></p> <p><i>“...For me there is also the issue of regulation - how do you safeguard against any damages emerging from the use of AI without stifling creative and effective solutions. To what extent do people have a choice in whether or not they (their data) engage - directly or indirectly - with AI.”</i></p>
<p>Politics or misinformation</p> <p><i>This theme included comments that specifically expressed concerns about misinformation or political misuse of AI. Some comments were concerned with the personal impacts of this, whilst others spoke of wider impacts such as political movement or ‘deepfakes’ of public figures.</i></p>	31	<p><i>“It will often be used commercially, AND POLITICALLY, to hoodwink us...such was happening before AI, and it will all get much worse - we will not be able to trust much...”</i></p> <p><i>“...The ease of which it can be used to generate false political propaganda without the end viewer knowing it's AI generated is worrying, esp if that work has been done outside of the UK by bad actors, politically speaking. The increased use of it during, say, an election, can be particularly worrying, when facts are distorted or just untrue can lead to unwelcome outcomes...”</i></p>

		<p><i>"The ability to influence political and social opinions by imitating celebrities and politicians which will give an untrue picture of the real situations. Deep fakes."</i></p> <p><i>"Dissemination of half truths and misinformation especially on social media, leading to dangerous anti democratic outcomes."</i></p> <p><i>"Inability to determine whether outcomes using AI are true or false and whether hostile forces across the world skew results to favour their agendas"</i></p> <p><i>"Fake information easily mistaken for truth"</i></p>
<p>Good and Bad</p> <p><i>This theme included comments that pointed out the good and bad of AI, noting there were both positive and negative uses.</i></p> <p><i>Some comments seemed to express an opinion either way. There were some general comments, whilst others used specific examples to illustrate their point.</i></p>	<p>29</p>	<p><i>"We are humans AI is not. It can't think, it can only respond to inputs. Having said that, there are some areas it could be effective. But it is a machine responding to a programme it can't think outside the box or with emotion"</i></p> <p><i>"It is a tool, tools can be used for good and bad. Everyone champions the good usage, it is the potential for bad that is worrying as these days most people are like sheep,"</i></p> <p><i>"Its positive uses and benefits can almost seemingly be outweighed by the negative effects and use by those who wish to use it for their own personal or political gain."</i></p> <p><i>"Like most technological advances it has its good points and less bad points. Unfortunately the bad points often get emphasised."</i></p> <p><i>"Whilst AI offers society many beneficial opportunities for solving problems, learning and innovation across most areas of our lives, it presents many ethical considerations and implications for society; it is currently unregulated, becoming increasingly powerful, and the race to develop it highly is competitive... I suggest that Warwickshire County Council holds such a debate before bringing in any more AI; a subject that would be perfect for a Citizen's Assembly."</i></p> <p><i>"In some areas it poses a grave threat - bias, manipulation, hacking. In others it's ground¹breaking - analysis, health applications, researching data."</i></p> <p><i>"Concerned that if we don't embrace it then the UK will be left behind. Not using AI is also a risk."</i></p> <p><i>"I just think that it could be a wonderful thing if people realise the potential dangers. But I think we may be rushing in to it, instead of taking our time and making sure we know how to make it really safe."</i></p>

<p>Programming or input</p> <p><i>Comments in this category largely refer to the impact that the input or programming of AI has on it's effectiveness. For example, how the quality or type of input will impact what AI produces.</i></p>	<p>27</p>	<p><i>"AI has been with us since mainframe only computer days. It's effectiveness varies according to who programmed it and the tasks to which it is applied."</i></p> <p><i>"Any system is only as good as the programming and there are inherent faults. It is wrong to call it intelligence as it is merely fast yes/no processing of data. There is no margin for common sense to prevail over a computerised decision that ignores human factors. A social disaster waiting to happen like the loss of the human telephone operator."</i></p> <p><i>"Depends on initial programming"</i></p> <p><i>"AI code was written by a particular group of people with a particular set of opinions and is biased by that. My experience as a consumer is that it can give incorrect information but written in a way that makes it seem factual. It can also be very limited in response unlike being able to have a conversation with a real person who may not have the information you need but who could find it for you. Call centres who over rely on AI and automation often give very poor customer service."</i></p> <p><i>"Surely AI can only make decisions on what information has been fed to it. Based on my experience with online chat robots they never can give you the. Answer you need."</i></p> <p><i>"...IT and AI will develop but at this stage in development its more like trial and error Beta testing than really helpful. This is a general problem with many computer programs and people have forgotten the basic principles of programming: "Rubbish In Rubbish Out" This is the very first lesson I was taught in College in the 1960's, in my opinion this principle has been forgotten over the last 60 yrs. Perhaps its is time to go back to First Principles and start again."</i></p>
<p>Education or awareness needed</p> <p><i>Some comments spoke of awareness levels of AI – either commenting on being unaware of its uses, or that awareness was poor generally.</i></p> <p><i>Some comments mentioned a lack of understanding of the technology and express concern over it being</i></p>	<p>26</p>	<p><i>"Not knowing when it is being used. For example will my responses to this survey ever be read by a human or is it all AI?"</i></p> <p><i>"It is talked about and not explained very well in the media..."</i></p> <p><i>"Need to be educated more but do think none of us like change especially as we age. However look how life has changed for the better in many ways and improved ways of doing lots of tasks."</i></p> <p><i>"Integration with human decision makers, appropriate training and understanding of systems to know when to question and what is going on under the bonnet."</i></p>

<p><i>implemented with limited knowledge.</i></p>		<p><i>"I am concerned that our government will spend lavishly on exploring AI capability without truly understanding what value it could bring; it enhances, it is not a solution in of itself.</i></p> <p><i>"I think it's quite young still. I think user testing and being honest when it's been used would benefit trust with the community"</i></p> <p><i>"I am concerned that AI is used a lot more than I am actually aware. Funny how I got this survey after watching a TV programme all about AI last night."</i></p> <p><i>"It isn't transparent and so harder to challenge and understand"</i></p> <p><i>"This is a very new tech now released out into the normal people in the world. But AI is a learning system. And if we as the general public are only being show whats allowed. So how far is AI really develop that we don't know about. In the wrong hands in the world is just worrying to think about. And as there is not really robust government policies on control this, it could be to late even now..."</i></p>
<p>Should not replace humans, or should only be used for specific tasks.</p> <p><i>This theme included comments that express concern over losing human input in processes. This included those that are concerned about the loss of human intelligence or skills. Some comments expressed that AI should only be used for particular tasks, and some comments said this can improve efficiency by making time for skills development.</i></p> <p><i>Some comments spoke of having humans as a backup for AI, or having humans available to support those who find AI difficult to interact with.</i></p>	<p>26</p>	<p><i>"It should remove the boring, repetitive jobs allowing people to become more skilled and more productive"</i></p> <p><i>"Security of data is a real risk. Computers do not always get it right, much depends on how the system is set up. There is a tendency for people to think a computer is always right. Chatbots (like any robot) can only answer questions within certain parameters. Where are the humans in all this? Much of an LA's functions benefits from human to human contact."</i></p> <p><i>"It's another layer of unaccountability in a system that can't be diagnosed/fixed/adjusted. It should be approached with the highest caution and used sparingly for menial and low risk tasks until proven."</i></p> <p><i>"No, but needs functional backup system for users who will find difficult to interact with AI"</i></p> <p><i>"As the current incarnation of AI is very much 'pattern matching', there needs to be human intervention to ensure the validity of results"</i></p> <p><i>"This may seem counter productive but my only real concern is that the use of AI is unchecked. By that I mean, whilst we should positively use it comprehensively, a 'human' should regularly monitor and check 'its' performance / accuracy / bias / outputs etc etc. Even with this apparent limitation I think it could offer real positive benefits."</i></p>

		<p><i>"We are becoming too reliant on AI. Old skills and knowledge are being lost. In the event of a problem with satellites in the future we have no fall back position. AI assumes everyone has a computer or smart phone this assumption is not true."</i></p>
<p>Could be beneficial</p> <p><i>Comments in this theme highlighted the benefits that AI could bring, some small and some on a larger scale. Many comments contained mixed views, highlighting benefits alongside concerns. Some comments expressed the impact of positive benefits – for example, cost savings impacting services.</i></p>	25	<p><i>"...There are many situations where AI can be used positively - eg simple diagnosis of product problems"</i></p> <p><i>"I have used AI to create an advert for [online auction site], It was very well written but really exaggerated what I was selling making it sound too good to be true. So whilst most of the examples you gave have enlightened me and are positive I am sceptical about AI being used for advertising."</i></p> <p><i>"It all depends who is inputting the 'intelligence'. In the wrong hands it could be very dangerous, but for medical purposes for example, it has the potential to be used for good outcomes..."</i></p> <p><i>"...On the other hand I can see the benefits when working with scientific data with the possibility of novel drugs and medical treatments (cures for cancers, gene therapies etc). Possibly it could be useful for spotting patterns in, for example, traffic flow and the effect of roadworks in a particular spot, with it recommending best times for work to be carried out to minimise disruption to road users. There is also a concern about the amount of power (and water for cooling) used by datacenters that needs addressing. As demand for this increases, this will only become more problematic."</i></p> <p><i>"...AI will be useful and provide the right efficiency boost in the right areas if it is applied as "AI + Humans"..."</i></p> <p><i>"Can be a useful tool if used correctly but there is potential for misuse"</i></p> <p><i>"It's great as long as we maintain control of it and the outcome is for the good of society & mankind"</i></p> <p><i>"The use of AI for simple tasks can be beneficial, i.e. fast counting or analysis of data however my understanding is it learns patterns and then makes assumptions based on these, this could lead to weighted answers..."</i></p>
<p>Customer Service</p> <p><i>Comments in this theme are concerned with the impact of AI on customer service. Most of the comments in this theme expressed frustration</i></p>	17	<p><i>"AI at this time is being pushed as the golden answer to many situations but its not ready as it is yet, to many ChatBots are already being used in dealing with Customers and basically they are extremely pathetic at this stage, The expectation of many uninformed users is causing great distress especially to the older population...."</i></p>

<p><i>or concern about chat bots or automated systems providing less effective customer service.</i></p>		<p><i>"...please, don't remove the personal touch in key services, and please ALWAYS remember the vulnerable groups' needs for other means of communication. And the vital need to curtail/control AI's mad and bad aspects."</i></p> <p><i>"Never being able to speak to a person when contacting a business with a problem and being faced with a robot that does not understand circumstances beyond what it has been programmed to understand. Frustrating experience!"</i></p> <p><i>"The destruction of customer service through the deployment of totally useless AI Bots answering the telephone and pretending to be real people"</i></p> <p><i>"Chatbots do not work form my experience - are not able to answer queries outside of their limited pre-programmed questions. When used the systems have not helped, only delayed an answer from a human being and often cuts off the communication as it does not recognise what one requires. Leads to increased stress and ultimately lack of confidence in that particular supplier or service provider since one does not receive adequate customer service, leading to finding an alternate resolution and using an alternative company or provider. Seems a waste of resources in many cases as a human being can understand totally or should be able to do so."</i></p>
<p>Equalities</p> <p><i>Comments under this theme expressed concerns relating to equality and accessibility. Some spoke of adaptations or accessibility for some groups within the population who may have difficulty using AI. Other comments expressed concerns that the programming itself can be bias, and therefore AI may make bias decisions. Some comments highlighted that some people may not have access to technology.</i></p>	<p>14</p>	<p><i>"I think the older population have problems with technology as this didn't exist when they were younger. The younger population won't have a problem with it, but think you need to have the opportunity to exit AI program at anytime and speak to a human being."</i></p> <p><i>"Assumption by organisations that everyone has technical skills and the equipment to use them. Not everyone has a smartphone. Not everyone reads messages. AI must allow for this."</i></p> <p><i>"It may exclude some people. It might embed undesirable social 'norms' sych as unconscious racism, misogyny etc."</i></p> <p><i>"...AI algorithms used in areas like benefit allocation or social housing allocation could make decisions that are unfair or biased against certain groups, even if unintentionally..."</i></p> <p><i>"It will be used to reduce service and save money but will disenfranchise older people and those with disabilities..."</i></p>
<p>Job losses</p>	<p>14</p>	<p><i>"Without a human workforce there will be limited consumers causing a collapsing economy"</i></p>

<p><i>This theme contains comments concerned with job losses as a result of AI.</i></p>		<p><i>"...Support of AI from governing bodies also promotes loss of skill of workers and will result in redundancies/firing of staff."</i></p> <p><i>"That we fail to exploit its potential because of fears over jobs..."</i></p> <p><i>"...It feels since Covid, AI is an easy way to not communicate with the general public. Company's are using this technology at times, it seems, to not employ staff..."</i></p>
<p>Risk of errors</p> <p><i>Comments in this theme included those that were concerned about inaccuracy, mistakes and errors – for example, inaccuracies with personal data, or errors generated by AI.</i></p>	<p>13</p>	<p><i>"Most of the uses listed in this survey I see as positive, but eg using AI for writing often ends up with poor quality writing and potentially prevents the writer understanding what they are writing first. Also AI art providing misleading information."</i></p> <p><i>"We could potentially become over reliant and too slow to realise mistakes and the impact on humans of those mistakes."</i></p> <p><i>"Ai coming to an unfavourable decision"</i></p> <p><i>"the risk of it generating misinformation because of the amount of fake content that exists..."</i></p>
<p>Growth of AI</p> <p><i>Comments in this category express concern over the growth of AI – for example, AI overtaking our development or knowledge, or AI becoming smarter than humans.</i></p>	<p>12</p>	<p><i>"Mostly around all the unknowns, how far this will go in terms of advancements in AI, I don't mean robots taking over the world etc, but the not even knowing when this is effecting our day to day life's."</i></p> <p><i>"If AI advances from being a non-sentient multi computer based system into a near/superior "human" sentient "being", then to need to control it ... will have to be extensively applied. But once the genie is out of the bottle - who can control what happens?"</i></p> <p><i>"The pace at which it is being developed and learning"</i></p>
<p>Overreliance</p> <p><i>Comments in this theme express concerns about over-relying on AI, with many comments mentioning the loss of human skill/ability.</i></p>	<p>11</p>	<p><i>"We may become too reliance on AI and any failures will cause extreme problems as the non-AI means of doing things will be disposed of."</i></p> <p><i>"...Over reliance on AI leading to the general population being easily manipulated by the creators/funders of the AI system (e.g. it only giving responses or information the creators/funders are willing for people to have)"</i></p> <p><i>"I have a worry that if we rely too much on it, then our own skill levels and ability to problem solve real world problems will be impacted. There also seems to be a rush to use it in every facet of life without testing it thoroughly first. The ability for it to be used for the</i></p>

		<i>wrong reasons are vast so some form of moderating should be in place first."</i>
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A range of other topics were also mentioned by 10 or less people; Embrace with caution (n=8), Bias (n=8), Not as helpful as thought (n=7), Impact on climate (n=4), Change can be good (n=4), Should be used to free up time for skill development (n=2), New technology (n=1), Won't save time (n=1), and More worried about humans (n=1).

Eight comments stated no other suggestions. Five comments mentioned other topics, four were unsure. Three comments proposed a question; 'How current is the AI apps knowledge', 'Who benefits?', and 'Who controls it, who monitors it and who implements it. Who is checking for any abuse of AI?'

4.4 The use of Artificial Intelligence (AI) at Warwickshire County Council and in Local Government

Respondents were given some examples of how AI could be used within WCC or Local Government prior to answering the questions.

Question 6: How do you feel about the use of AI in local government/ at Warwickshire County Council?

The first question in this section was an open text box, asking how respondents feel about the use of AI in Local Government/ WCC. A total of 94.4% (n=387) respondents answered this question. Responses have been themed - Table 7 shows a summary of themes and example quotes.

Table 7 - Themes identified in qualitative analysis of Question 6 "How do you feel about the use of AI in local government/ at Warwickshire County Council?"

Theme	Number of responses	Example responses
<p>Used alongside humans or only for some tasks</p> <p><i>This theme includes comments that urge WCC to only use AI for some tasks, and to keep humans working alongside AI.</i></p> <p><i>Topics mentioned include maintaining human contact, tasks that only humans can adequately complete, customer service and things that AI can do well and not as well.</i></p>	142	<p><i>"Loss of jobs will occur which could help with cost cutting but some people need personal help which AI cannot do. Input of data can be miss posted and staff are reluctant to investigate when the public dispute the outcome. Too much belief in computer output. People need human contact particularly in social services."</i></p> <p><i>"I feel it would be ok to trial the use of AI if there was a period of dual running with humans to see if the AI responses were valid. What would be the mechanism for improving the AI output over time?"</i></p> <p><i>"It depends what it is used for. When it comes to queries and customer service, I often contact a helpline after I have already exhausted all other solutions and need to talk to an expert. Having another computer is exceedingly frustrating and impersonal. Using it for</i></p>

Some customers wanted to talk to humans instead of using AI; many comments spoke about 'chatbots' and the limited customer service provided by them.

Some comments identified that using AI alongside humans could be beneficial – for example, freeing up time for more complex tasks.

Some comments gave specific examples of how AI should and shouldn't be used.

decision making which requires nuance and understanding e.g. benefit allocations, would disadvantage people if forms are read by an algorithm rather than a person with detailed understanding of daily lived experiences."

"... staff still need to understand where AI is getting its info from and how things work. There will need to be a contingency plan in place with manual work around for when AI fails"

"It should be used for non essential non safety critical services. My experience if chatbot assistants is that you tend to go around in circles and end up eventually talking to a person by which time you are frustrated and sometimes annoyed!"

"It's essential to exploit new technology where appropriate. However, there should always be routes to interact with a person, and ultimate decisions should always rest with staff"

"Why does the WCC require AI? How has the local council been running without it at now. Its has and continues to. The council is funded by the people for the people and should be run by people. Is AI going to vote next?"

"For many administrative tasks it's useful but must not lose a personal touch or remove creativity from staff and place it in the hands of a computer."

"AI offers local councils a range of benefits, including automating repetitive tasks like minute taking and email responses, freeing up staff for more complex work. AI can also analyse data to identify trends and patterns that inform better decision-making, such as managing service demand. Additionally, chatbots can provide 24/7 support for basic enquiries, reducing the burden on staff. However, there are also challenges to consider. AI systems may not always be able to explain their reasoning behind decisions, potentially leading to a lack of transparency. Additionally, there's a need to ensure user privacy is protected when implementing AI solutions, such as chatbots and security monitoring systems."

"The development of AI simply replaces the human. The forever drive of 'streamlining' and 'efficiency' all driven by financial cuts by governments, means human intuition is removed and 'computer says no' (or yes) comes in..."

"the depersonalisation of communication is dangerous - people get in touch often because their circumstances are unique and the need to talk to someone

		<p><i>if someone takes the time to write an email it is offensive/disrespectful to not 'bother' to read it or respond to it! yes it can help with admin/desk tasks internally, but AI should not be the outward face of an organisation that is there to represent and support people!"</i></p> <p><i>"AI has its place with easy queries, but there needs to be in place the mechanism to talk to a person if the query is complex or the person enquiring is disabled or disadvantaged in any way. For example my son experiences partial seizures which are worsened by stress and on some occasions the bot or person has finished the conversation before he was ready, and in some cases have been rude before establishing the difficulty"</i></p> <p><i>"I think most of those examples are fine. I think automating data analysis is a concern where this needs to be used appropriately with a human person managing this to understand context and what decisions will be made from the analysis. What are the limitations and assumptions in the analysis."</i></p> <p><i>"To embrace "Change" is very important. We all need to keep up. So I suppose its only natural that local government would need to keep up too but it would be important to have humans in a call centre if the chatbot cannot answer the query. The humans would also be needed for those that are unable to keep up - the elderly for one."</i></p> <p><i>"Should absolutely be used, it could free up time for people to do other possibly more useful things. We know how slow local governments are and how it is limited in what it can do with its resources so this could provide a solution."</i></p> <p><i>"...If a resident of Warwickshire has a complex inquiry regarding services, or policies of a council then they need to be able to ALWAYS be able to speak to a human to get them resolved. A machine learning AI cannot be relied upon to resolve issues, especially where residents may be in distress and in need or urgent help..."</i></p>
<p>Customer service</p> <p><i>Many of the comments in this theme also fell under the theme above, but specifically mentioned customer service. Comments in this theme include those where respondents have expressed concern over customer service, either through loss</i></p>	<p>99</p>	<p><i>"It really depends how and what is done with AI at WCC. Given how overly bureaucratic it already is with three levels of council I can't see this helping much unless it's implemented very well. Not as a short cut to get rid of people. With a poor chat bot or similar."</i></p> <p><i>"I do not want my queries answered by a chat bot thank you. Loss of personal service"</i></p> <p><i>"Chat bots rarely resolve the query and just cause more frustration. Older people in particular will struggle."</i></p>

of human interaction, use of chat bots, and bureaucracy,

There needs to continue to be the option of speaking with an actual person and this option should be very clear, not hidden away”

“Please NO CHATBOTS!!! They are too ghastly to contemplate. They NEVER get what I'm asking. And I THINK I write/speak intelligibly...”

“Even with wide spread introduction there is still a need for face to face (even virtually) capabilities to speak with your customer and or enquirer”

“...Hate automated responses to 'common query' as the person would not be asking the question would they? Younger generation are more familiar with these type of responses where the over 60's would not so require a deeper understanding. This majority of this age group are not IT conversant compared to the below 50 yo. Chat boxes again do not always respond to the query the times I have had to contact the company[s] for a correct response. The responder answers 'no chat box unable to answer that question'. A waste of time and expense plus frustrating for the user...”

“I would be very concerned about the council using automated email responses or chatbots. My experience of these is very negative - they never seem to answer questions adequately. A human is always preferable when you have a problem or question that needs answering...”

“As mentioned, frustrating to receive a "copy & paste", same for all, response to queries...”

“Strongly disagree. When people reach out with queries, it is because they cannot find the answer online or elsewhere. Receiving automated responses or having the speak to chatbots is highly frustrating and does not solve problems....”

“...Things like auto-emails are so frustrating for customers where they have multi-part questions or more complex and AI jumps to conclusions and sends an insufficient response. A personal service is needed...”

“It feels dehumanising. Local government controlled issues are often personal and distressing. Dealing with, or being assessed by, a machine might add to this distress...”

“AI is a developing piece of technology which could benefit the council workforce tremendously, however it should never be used to totally replace the friendly voice on the end of the phone. Too many companies now see

		<p><i>AI as the panacea of the customer service team, it most definitely isn't.</i></p> <p><i>"Currently, automatic minute takers are open to error, automated email responses are frustrating. If there are knowledge gaps in your website and someone can't find the answer there then to receive an automated response via a chat bot or email is just a further frustration. AI requires the user to input sufficient information to cover all bases and that's impossible..."</i></p> <p><i>"Generally the public often feel very frustrated at the time taken to answer queries or sort out issues, so if AI improved this I think it would be useful. However, I've yet to use a chat bot that accurately answered my question and it often feels like a delaying tactic until I eventually get to speak with a human"</i></p>
<p>Must have controls/regulation</p> <p><i>Comments in this theme mention the importance of AI having some form of control or monitoring. Topics mentioned include safety, accountability, appeal procedures, human checks, mitigation of risks and oversight.</i></p>	<p>69</p>	<p><i>"Could have cost and performance benefits if its use is closely monitored - with adequate safeguards"</i></p> <p><i>"I think that appropriate use is acceptable. Acceptable use to me means that the council will on a case by case basis consider all the risks, eg loss of data particularly personal data as well as the benefits, eg cost saving, time saving, higher level of service."</i></p> <p><i>"Can see some advantages in certain services but would want to fully understand how it's being used and see evidence of robust risk assessment and testing."</i></p> <p><i>"Great idea if treated with caution and care, like all new computer software (I used to work in and with computers for [computer company]) the first version and use will be frankly full of errors and unlikely assumptions. As the software matures it will improve significantly, but will need monitoring as all software has a knack of embittering customers and users alike."</i></p> <p><i>"It would need to be carefully monitored and would require regular inspection by an impartial body."</i></p> <p><i>"Test, test then test again. Do not rush to roll out"</i></p> <p><i>"It should be approached with the highest caution and used sparingly for menial and low risk tasks until proven. I would be concerned that the outcomes of any work/tasks completed by AI would need thoroughly checking and verifying which isn't efficient or cost effective. People should have a right to challenge any outcomes that have contribution from AI and those challenges must be resolved and not deflected because those using AI do not understand how it works. If the point is to make things more efficient and cheaper I can't see how it would be in the early years or adoption, I</i></p>

		<i>would be more comfortable with WCC waiting until the technology is better developed. Be a follower not a pioneer."</i>
<p>Efficiencies and cost</p> <p><i>This theme contained mixed comments in relation to using AI for efficiencies or to save cost. Many comments were in support of areas in which AI could save costs or improve efficiency. Some felt AI could improve ways of working and improve productivity.</i></p> <p><i>However, other comments urged caution with this or highlighted risks to implementing it. Some comments expressed concern that customer service would be negatively impacted. Some expressed concerns about staff being replaced.</i></p>	67	<p><i>"If it improves the quality of service, the YES to AI!"</i></p> <p><i>"Could make the council more efficient"</i></p> <p><i>"I feel Ok with this kind of use. If it supports the work and efficiency of the organisation for the benefit of local residents without negative impacts on the staff within the council, then OK."</i></p> <p><i>"I think it could save money by reducing admin and help free up time to deliver services"</i></p> <p><i>"Using it to embrace new ways of communicating, saving money on potential reduced staff costs. However not to become over reliant on Ai due to the current concerns"</i></p> <p><i>"...AI seems to offer ways of improving the efficiency of processes. However, there needs to be a collaborative approach to its use - thinking of it as an additional team member..."</i></p> <p><i>"Excellent. If it makes the council more efficient and saves money I'm all for it. Council tax never seems to go down only up so making the council more effective is key. Many councils would never survive as a private business with so much waste and duplication so this might be a step towards that."</i></p> <p><i>"I think as long as security and privacy is taken into account and it is used to help support staff and does not make people lose their jobs then I think it is a good idea. There a definitely some benefits in taking some pressure away and making services more efficient."</i></p> <p><i>"It is good if it makes things more efficient but need to be mindful of a very varied population with different skills and knowledge of using any of it to be customer facing"</i></p> <p><i>"Mixed feelings, can be very efficient, but there is a risk, especially because sometimes human done work and AID can be hard to distinguish and AI can be manipulated like any other IT Tool."</i></p> <p><i>"Depends how it's used. If it's for cutting costs, making it harder to talk to actual people and getting a poorer service I'd rather not see it used at all."</i></p> <p><i>"If it makes things more efficient in a stretched workforce then great - but ultimately I think councils should be funded appropriately to have the staff they</i></p>

		<p><i>need and I worry that this may be a way of replacing people!”</i></p> <p><i>“Think it could greatly improve efficiency but at the same time reduce Employment for staff who might find it difficult to get other jobs”</i></p> <p><i>“It can be useful and time saving and cut the number of employees.”</i></p>
<p>General Agreement</p> <p><i>Comments in this theme expressed general agreement with the use of AI. Some comments included reasoning (for example, efficiencies), whilst many other comments added caveats; for example, ensuring it is monitored, cost implications, and that it does not replace human intervention.</i></p>	67	<p><i>“Should improve Services to the Public at a lower cost”</i></p> <p><i>“I support it”</i></p> <p><i>“If there is a use for it then it should definitely be used. Private sector companies use it why shouldn't local government, providing it's still suitably monitored.”</i></p> <p><i>“The examples above sound reasonable, but need careful monitoring and evaluation of benefits...”</i></p> <p><i>“Sounds brilliant I use them for minute taking and it's brilliant”</i></p> <p><i>“If it can aid the functioning and efficiency of the council then yes it should be embraced.”</i></p> <p><i>“Makes eminent sense and the fact that WCC is a public body really shouldn't influence the decision to use any available support positively and properly. As long as you don't spend a fortune setting things up and that you retain the flexibility to make alternate decisions / determinations!!”</i></p> <p><i>“Very supportive”</i></p> <p><i>“I am theoretically happy with the use of AI but it depends massively on exactly what task the AI is doing, whether there is human oversight, and how well trained/unbiased the system is.”</i></p> <p><i>“No issues generally, however there must be the opportunity available to communicate with a person, not reliant on automated processes. That is just a cop out of responsibility to the customer. AI seems to be used more as a cost cutting exercise.”</i></p>
<p>General concern or worry</p> <p><i>This theme includes comments where general concern or worry is expressed. Some comments express just fear or concern, whilst others are more</i></p>	48	<p><i>“Very concerned”</i></p> <p><i>“A complete disaster.”</i></p> <p><i>“...Having spent 30+ years helping organisations from many different disciplines design processes to meet their objectives in a cost effective way I am surprised how poorly designed many of the AI processes are. This is due</i></p>

<p><i>mixed, recognising good and bad elements of AI.</i></p> <p><i>Some of the topics raised include: the tasks that AI can and can't complete successfully, cost impact, and customer service.</i></p>		<p><i>to the technology and people not looking at anything other than the 'happy path' when designing the processes."</i></p> <p><i>"Probably won't be used for the right reason"</i></p> <p><i>"It is NOT inevitable that organisations such as WCC need to adopt these practices. The english language is a hugely complex system. Considering using AI to interpret and represent (presumably from recordings of the spoken word in meetings, for example) is fraught with danger. One mistake in the syntax, or use of a word can totally alter the meaning of an interaction. Reading the 'news' items on one's phone reveals spelling mistakes and lack of human proof reading/checking issues everyday. An incorrect decimal place in data could change totally any potential policy decisions that could have a disastrous impact on policy outcomes...."</i></p> <p><i>"Not sure if we know what we are doing now , which has to be a prerequisite of programming any system. The recent [software] scandal is a good illustration as to how systems are not fully understood."</i></p> <p><i>"Beware - I have received AI summarised documents that completely lost the point of what was said, and wasted time with an AI chat bot that didn't understand my questions. The output may look good efficient (eg more enquiries answered) but the burden falls on the customer. Test, Think from other perspectives and don't assume it is a good thing."</i></p> <p><i>"As previously stated, for day to day matters as you have indicated above, it has its uses. However the downsides on people, relationships, jobs etc need to be weighed up against the use of AI..."</i></p> <p><i>"AI doesn't understand subtle nuances or language variations/ double meanings of words which can lead to inaccuracies."</i></p> <p><i>"It can work but it is far too binary to deal with people's issues"</i></p> <p><i>"Concerned about the ability to properly reflect local conditions and practices"</i></p>
<p>Some benefit</p> <p><i>This theme includes comments where benefits have been identified. Many comments are cautious and</i></p>	<p>37</p>	<p><i>"It seems to be good for systems eg data collection and analysis but I'm concerned if it means the general public who the council serves cannot easily talk to someone with a concern."</i></p> <p><i>"I think it will be advantageous. However it needs to be done effectively and with sensitivity, with the option of</i></p>

<p><i>outline concerns alongside advantages.</i></p> <p><i>Some comments outline specific areas of use, whilst outlining where they feel AI should not be used.</i></p> <p><i>Many comments speak of not wanting to replace human assistance, and barriers such as security and limitations of AI abilities.</i></p>		<p><i>alternatives if system fails. Think about the frustration of dead end websites or chat bots. This should be avoided at all costs”</i></p> <p><i>“I can see how it can be useful but feel there must be some personal overseeing of the results and a way to interrupt answers to queries to get to a human.”</i></p> <p><i>“There are some areas where it could be useful. Again the automation lacks the ability to decipher emotional questions or to respond accurately.”</i></p> <p><i>“Currently take minutes in senior meetings, when you look at the Teams transcript it is absolute rubbish and does not provide a true representation of meeting. Data analysis is only as good as the data that is input Would be useful for 'School Admissions' to guide parents to general FAQs at a high-usage time. Anything that can help with security would be a bonus. Unsure I would trust any summarising of large documents as how would AI know what the key areas for consideration would be?”</i></p> <p><i>“It is a first step for all of these tasks.”</i></p>
<p>I don't want WCC to use</p> <p><i>Comments in this theme are those that disagree with the use of AI at WCC.</i></p>	<p>35</p>	<p><i>“I think it will be a retrograde step making the Council more remote from residents than it is at the moment. A computer cannot take accurate minutes, respond to queries and make decisions.”</i></p> <p><i>“Against the idea”</i></p> <p><i>“I am sure there will be some tasks within the county that lend themselves to using AI. As a user trying to speak to someone in an organisation with a problem can be very difficult so I am not in favour of using AI in certain circumstances.”</i></p> <p><i>“I believe it's far too early to adopt this technology in local (and national) government. Do not let the tech companies oversell this technology to you. They want to make a profit from long term contracts using our taxpayers money. Just because it's a new and potentially useful tool, doesn't mean WDC should jump in both feet first yet. Do due diligence, ask if thus is proper value for money. Demand reassurance that data will be used correctly and privately and properly anonymised (that cannot be de-anonymised), with very large (and actionable) fines for failure to deliver, errors, misuse, harm etc...”</i></p> <p><i>“It should not be used. It's just an excuse for the council to do less, but still charge us more.”</i></p>

		<p><i>"Inappropriate and will exclude people who either cannot engage or who, having paid their taxes/community charge from proper engagement."</i></p> <p><i>"Should not even been considered. In the event of network failure or security breach everything could be lost. And it will lead to skilled workers being laid off to save money"</i></p> <p><i>"I would prefer to speak to an informed person rather than an automated cycle of responses. I find customer services set up in that way infuriating and quite often don't lead to a satisfactory answer. They are also an absolute minefield for the elderly- my parents don't stand a chance with automated responses. Minute taking and summarising and so on are proper administrative skills - AI won't necessarily do them better and might not pick up on salient information. Being the age I am I guess I feel it's an excuse not to do the work."</i></p> <p><i>"I have real concerns about WCC's use of such powerful tools. I do not trust that WCC will use this superb tool to improve service but instead to stifle freedoms, choice and just reduce service. Instead it should be used to reduce our taxes, increase customer service 24 x7, reduce planning bureaucracy and costs."</i></p>
<p>Job loss or deskilling</p> <p><i>Comments in this theme express concerns over loss of jobs and deskilling.</i></p>	<p>34</p>	<p><i>"...AI also does not 'help' employees with tasks like 'summarising large documents' and 'minute taking', it just takes the tasks and eventually the roles from people. This is particularly worrying as these tasks usually fall on entry level positions, which are vital for people to gain experience which is always necessary to have when applying for jobs."</i></p> <p><i>"I would be concerned if it meant job losses. On the other hand, it could perhaps eliminate mundane tasks."</i></p> <p><i>"Use of AI may support to omit human error however this would be at cost of jobs"</i></p> <p><i>"Just makes the employees even lazier"</i></p> <p><i>"Processes still need human oversight . Whilst i can see some appeal in limited use i'm not a fan and we will continue to need 'low skill' tasks to provide appropriate employment for some in our community."</i></p> <p><i>"Concerned about deskilling of the workforce"</i></p> <p><i>"Is it really necessary; we have people carrying out the duties, what happens to their roles. Excuse for even less human contact. Questions raised will not be answered by human and everything becomes generic."</i></p>

<p>Equalities</p> <p><i>Comments in this theme considered equality with AI, and opinions were mixed.</i></p> <p><i>Many comments considered how inclusion of all residents could be maintained with the introduction of AI. Some respondents were very concerned that AI would disadvantage some members of the community. Multiple comments said equalities should be considered in the introduction of AI. Some comments expressed concern about bias in AI systems.</i></p>	<p>29</p>	<p><i>“Will not answer unique problems and will exclude large number of residents who don’t understand it and how it works”</i></p> <p><i>“As long as it's fair and people aren't disadvantaged I have no issue.”</i></p> <p><i>“...I do feel it could assist to take out bias and help with equality, diversity, and equity of service.”</i></p> <p><i>“Should be useful but also need backup systems for inclusivity of all users”</i></p> <p><i>“...Many older or vulnerable residents can’t use chatbot systems. So many companies now don’t have a system in place where you can just pick up the phone and speak to a human being who can help or direct you to the right place. It’s discrimination to expect that all residents will be able to access or use AI email queries to solve problems”</i></p> <p><i>“...Would the summarising of large documents not be open to bias and influence in what it stresses or leaves out. It is not just the main points, but so often it is in the detail in documents that highlights important issues”</i></p> <p><i>“I am reluctant to have a machine take over this responsibility. Even though a human minute taker also has its biases, presumably they are answerable to a manager or a team, whereas with AI the danger is that the record is taken as gospel and not questioned...”</i></p> <p><i>“It has the potential for there being massive mistakes, injustices etc., if not properly monitored and controlled.”</i></p>
<p>Embrace with caution</p> <p><i>Comments in this theme urge caution in the introduction of AI. Many comments recognise potential benefits, whilst urging caution – for example, understanding risk, ensuring appropriate prices, and taking time to ensure we understand the system.</i></p>	<p>26</p>	<p><i>“If it is proven to offer accurate summaries, minutes and where chatbots are unable to answer the customer enquiry a route to speak to a professional is available, i do not have a problem with AI being trialled”</i></p> <p><i>“It has very clear risks, however if these are properly understood and processes put in place to mitigate and provide oversight, it could be extremely positive. It must be seriously looked at.”</i></p> <p><i>“Needs to be embraced but with caution and practice”</i></p> <p><i>“It is inevitable! It has to happen sooner or later if we are to remain relevant in a constant transforming world. Let it be gradual. Relevant. Safe. Cost effective.”</i></p> <p><i>“In some of the examples above it may be beneficial but I would be careful of the slippery slope. Chatbots are a definite NO!”</i></p>

		<p><i>"I think it should be explored and used appropriately when risks and benefits have been weighed up."</i></p> <p><i>"Improving the understanding of WCC to accept knowledge of up to date statutory standards by all parties involved at WCC is suspect before AI is introduced. The AI that is inevitable introduced will be first put in by a human. If that is wrong the future will be very blurry for questioning AI formulated decisions."</i></p> <p><i>"Positive IF you get it for the right price. Almost certainly could streamline some mundane / innocuous process. Low level admin tasks, chat assistants that are trained on policies and procedures to help people do what they need to (pay council tax, bin collection, report fly tipping etc), but if it costs a lot then better to continue as you are and employ people to do that work"</i></p>
<p>Data security</p> <p><i>Comments in this theme considered data security and privacy.</i></p> <p><i>Many comments expressed concern over how the use of AI would impact the security of personal data. Some comments were more agreeable to AI as long as information security was maintained.</i></p>	22	<p><i>"It's worrying that information held on people may be used against them."</i></p> <p><i>"Concerned that private information could be misinterpreted or mismatched with some other person."</i></p> <p><i>"...As for your organisational security, you have to be 100% that you have the people power behind the system to ensure the AI can't be hacked. We've seen large companies being hacked, chat bots actually criticising the companies they are serving. Do you have the skill set and understanding yet to truly take an AI approach forward safely and securely?"</i></p> <p><i>"...If AI can be used to improve security from hackers and other disreputable actors go for it"</i></p> <p><i>"I think as long as security and privacy is taken into account and it is used to help support staff and does not make people lose their jobs then I think it is a good idea. There are definitely some benefits in taking some pressure away and making services more efficient."</i></p> <p><i>"Concerned about security (cloud data centres can have hidden t&C's that scrape lots of data from what is hosted from them) and carbon/image impacts."</i></p>
<p>Prefer to speak with humans</p>	21	<p><i>"I would rather speak to a knowledgeable person than a chatbot."</i></p> <p><i>"Chat boxes are the most annoying thing every invented almost all people want to speak to a human"</i></p> <p><i>"... Automated messages have their place but people like to speak to a person to help with questions"</i></p> <p><i>"I prefer to keep things real, person to person and people feel valued."</i></p>

		<i>"I would prefer to maintain communication directly with human beings and not machines. I therefore feel unhappy about local government/Warwickshire County Council using AI"</i>
<p>I don't understand or know enough</p> <p><i>This theme included comments where respondents did not understand, know enough or want to provide an opinion.</i></p>	18	<p><i>"I do not understand it enough to reply although I assume it is in use and I am not aware."</i></p> <p><i>"Without more information this is not a good question"</i></p> <p><i>"Not sure until we see it in action"</i></p> <p><i>"not really bothered thats there choice"</i></p> <p><i>"Don't know as I don't know what you plan on doing with it"</i></p>
<p>Input and programming</p> <p><i>This theme included comments that consider the information inputted into the AI 'system' and how it is programmed. Topics raised include accuracy of information and bias.</i></p>	15	<p><i>"For a rapid response to a valid investigative query, AI is very useful. Unfortunately it is not very discriminating in selection of material to include, and tends to weight information equally, without attribution, so the source material (which is shown in any answers) currently requires checking before validation, particularly if it is to be used for executive decisions..."</i></p> <p><i>"I think my note on Q5 covers it. I guess some the items mentioned are maybe covered by clever programming rather than true AI which sounds more business-like."</i></p> <p><i>"Depends who specifies and programmes it. For example, minute taking should not be just a verbatim text, but in condensing it there should not be a bias to one side or the other."</i></p> <p><i>"You have to remember that whatever information you ask of AI, you are giving to the provider. So you have to think about what goes in and what comes out. Both will need some care. Then you need to think about what it will replace. If you are going to check AI outputs with humans, that is a time limited option as you are not training new humans to know what is right."</i></p> <p><i>"...Systems can be programmed to deal with a high volume of records or transactions but are only as good as the individual designing and writing the programmes - this can leave a lot of ambiguity..."</i></p> <p><i>"I don't think there is a place for ai in the government or council. Yes they may be unbiased but surely that depends who creates the ai programmes"</i></p>
<p>Awareness, education and training</p>	15	<p><i>"...Quality of operators and very good training is so very essential."</i></p> <p><i>"happy for it to be used in a controlled and managed way that is explained to users"</i></p>

<p><i>Comments spoke about training and awareness for both staff and service users.</i></p>		<p><i>"...I imagine that any new systems cost £££ to implement and train. Who actually really understands it?"</i></p> <p><i>"...Another problem is whether your stakeholders have the skills to use it, trust it and embrace it."</i></p> <p><i>"When you start to use AI for mass tasks, please invite customer groups from within WCC to roadshows or online awareness sessions."</i></p> <p><i>"I don't possess enough technical knowledge to know whether you are risk assessing thoroughly enough. Few people do. That's the problem."</i></p>
<p>Criticism of WCC</p> <p><i>Comments in this theme criticise WCC, including processes, employees, skillset, intention for use and resources.</i></p>	<p>12</p>	<p><i>"Very worried councils appear to be incompetent with any IT system re. [other Council] (now bankrupt) failed computer system"</i></p> <p><i>"Efficiency in my view is not in any Council dictionary. My experience is that applying automation to systems and procedures that are not functioning well just makes matters significantly worse. Significant improvements will be required before any use of AI is contemplated."</i></p> <p><i>"I think large organisations like WCC already seem quite impersonal. Automated email responses and the use of chatbots are incredibly frustrating when you are trying to interact with organisations."</i></p> <p><i>"You cannot get the basics rightyour website is a mess so how on earth can you control AI"</i></p>
<p>Inevitable to keep up</p> <p><i>Respondents in this theme express that they feel the introduction of AI is inevitable.</i></p>	<p>11</p>	<p><i>"They will need to use it to stay ahead unfortunately as the council is ultimately a business..."</i></p> <p><i>"Expect it to happen. Hopefully effectively and efficiently"</i></p> <p><i>"Increased use of AI may be inevitable - however it carries potential problems of WCC as a service provider becoming more and more faceless and remote from its customers (residents and businesses). Maintaining human interaction - the ability to listen and understand issues must be at the forefront of how WCC goes forward. It is difficult enough to deal with real issues - when the 'computer says no'..."</i></p> <p><i>"I think it will have its place and will be hard to avoid using as everyone will be doing it. But it needs to be introduced slowly and carefully and properly monitored"</i></p>

A range of other topics were also mentioned by 10 or less people; Wider legislation and regulation (n=8), Abuse or misuse (n=7), Invest in people (n=4), Transparency (n=4), and Climate (n=1).

Five respondents referred to a previous response, and three provided comments categorised as 'other'.

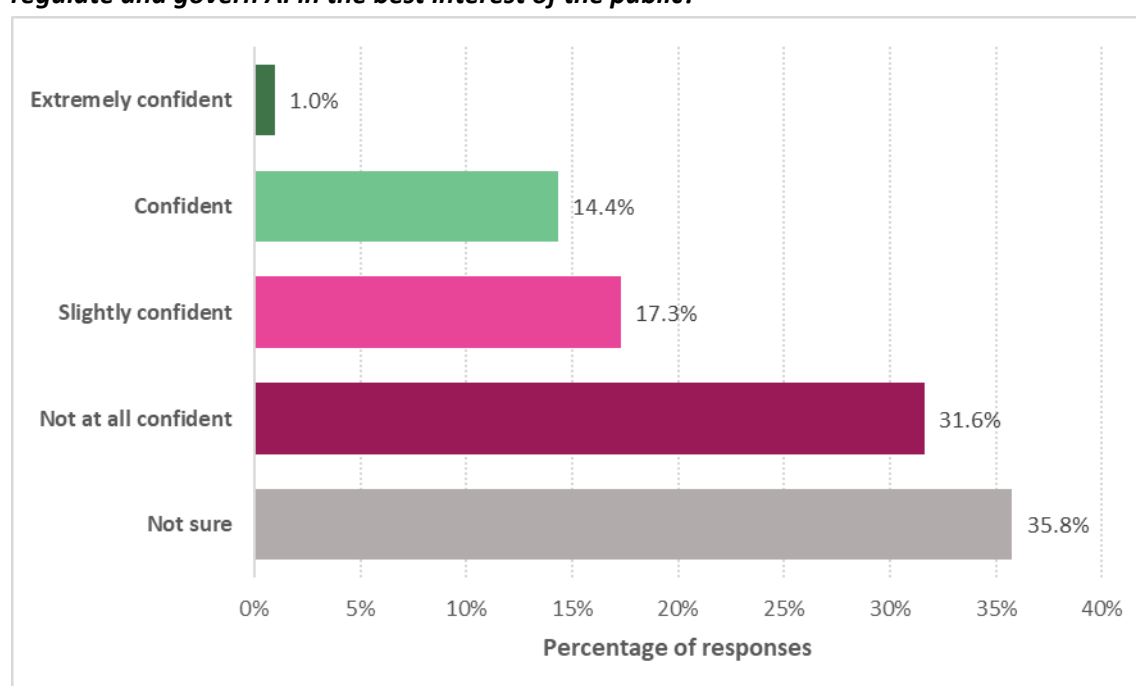
Question 7: How confident are you that Warwickshire County Council will regulate and govern AI in the best interest of the public?

The second question asked how confident respondents are that WCC will regulate and govern AI in the best interests of the public. Around half (48.9%, n=201) of respondents who answered the question were either not at all confident (31.6%, n=130) or only slightly confident (17.3%, n=71). Around a third (35.8%, n=147) said 'Not sure', and 15.3% (n=63) of respondents were either confident or extremely confident (Figure 6 and Table 8).

Table 8 - number of responses to the question 'How confident are you that Warwickshire County Council will regulate and govern AI in the best interest of the public?'

	Not at all confident	Slightly confident	Confident	Extremely confident	Not sure	Not Answered
How confident are you that WCC will regulate and govern AI in the best interest of the public?	130	71	59	4	147	1

Figure 6 – responses to the question 'How confident are you that Warwickshire County Council will regulate and govern AI in the best interest of the public?'

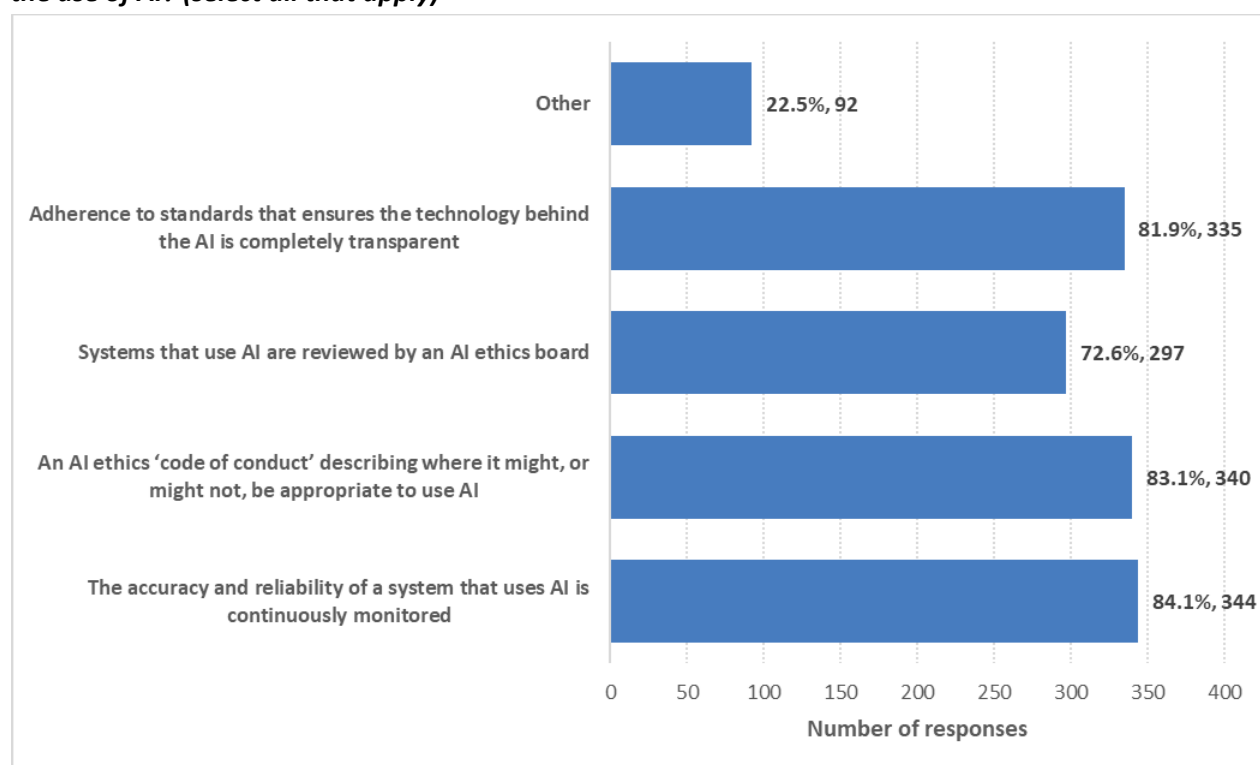


Question 8: What would you expect to see in place at WCC to ensure trust in the use of AI? (select all that apply)

Respondents were next asked what they would expect to see in place at WCC to ensure trust in the use of AI, with options to select all that apply and an open text box to add their own response. Each measure provided was selected by the majority of respondents, with the most popular being ‘The accuracy and reliability of a system that uses AI is continuously monitored’, with 344 (84.1%) of respondents who answered selecting this (Figure 8). Similar proportions selected the following two statements; ‘An AI ethics ‘code of conduct’ describing where it might, or might not, be appropriate to use AI’ (n=340, 83.1%) and ‘Adherence to standards that ensures the technology behind the AI is completely transparent’ (i.e. we have a full understanding of how the AI works) (n=335, 81.9%).

Slightly less respondents who answered (n=297, 72.6%) selected ‘Systems that use AI are reviewed by an AI ethics board’. Around a fifth of respondents who answered (22.5%, n=92) selected ‘other’, and 132 comments were provided in the free text box (Table 9).

Figure 8 - responses to the question ‘What would you expect to see in place at WCC to ensure trust in the use of AI? (select all that apply)’



Respondents were provided with an ‘other’ box to provided additional detail. Across the 132 responses, a range of themes were identified, as shown in table 9 below.

Table 9 – themes identified in responses to the question ‘What would you expect to see in place at WCC to ensure trust in the use of AI? (select all that apply)’

Theme	Number of responses	Example responses
<p>Review and governance</p> <p><i>Comments in this theme speak of different ways to review, monitor or regulate how AI is used. Topics raised in comments include; the inclusion of experts, reviewing process for how AI is used, purchasing procedures for AI, monitoring how it is operating, plans for when things go wrong, understanding systems and gathering feedback.</i></p> <p><i>Comments also spoke of security considerations – for example, restrictions on personal data.</i></p>	<p>45</p>	<p><i>“When purchasing or developing AI technology and processes I would expect a robust purchasing process with extra checks, balances and contract terms in place to ensure</i></p> <ul style="list-style-type: none"> <i>- those buying are not bamboozled by the sales pitch. AI is new to many organisations and it will be hard not to be led by the sales pitch leading to over promises and under delivery. There is a lot of information around the perceived benefits of AI but little information about how many of these have been fully or partially met which in turn makes doing an informed cost/benefit analysis difficult at this time.</i> <i>- I would expect the buying process to identify which organisations are behind the chosen technology to ensure ‘back doors’ for hackers are not in place and that the data garnered by the AI systems is fully protected.</i> <i>- consideration of how the councils business rules, as well as any legislative rules will be met by the technology so the AI processes do not dictate unacceptable changes or fall short of expectations.”</i> <p><i>“Need to monitor that people understand how the new systems work, how long it took them to access the information and if they actually got the answers they needed... Need to monitor and analysis of how many people get frustrated, angry or are dissatisfied. Often expression of frustration and anger can be because the system didn't work for them.”</i></p> <p><i>“All monitoring of AI, its type and use should be by completely independent individuals who have no relationship or direct/indirect connection to WCC”</i></p> <p><i>“A annual open report to show how AI has benefitted WCC and customers operationally”</i></p> <p><i>“I don’t think you can regulate or govern AI. This feels like a central govt function. A long term plan for checking/challenging AI outputs with details of how relevant skills for any oversight board will be maintained. Details of how AI oversight board/legal will be resourced long term to manage the use of AI.”</i></p> <p><i>“Ensure that one or more officers are employed with a strong understanding of ai tools. Perhaps create a position to lead on this.”</i></p> <p><i>“Outputs are monitored I.e. would a person have made the same assessment to avoid detriment to people as a result of AI”</i></p>

		<p><i>“The use of common sense when the use of AI is considered, and how such decisions would affect ALL recipients of any such information , especially those of senior years with little, or no, understanding of such technology.”</i></p> <p><i>“Own the risk and have the mitigation plan in place if something goes wrong”</i></p> <p><i>“All well and good having an ethics code of conduct but its empty words if not activated eg [other public organisation] Code of Conduct appears to have fallen by the wayside”</i></p> <p><i>“The data collected for processing isn't "off shored" for other uses. We have to be mindful of GDPR implications of data leaking into/out of AI systems.”</i></p> <p><i>“Please respect every person's right to privacy. Do not sell/ donate/ give our data to any third parties without our consent.”</i></p> <p><i>“Safety mechanisms in place to avoid inappropriate actions”</i></p>
<p>Gathering feedback or involvement of the community</p> <p><i>Comments in this theme speak of the importance of involving the general public, with many mentioning an ethics board with independent members.</i></p> <p><i>Some comments also spoke of feedback procedures to ensure the public can have their voice heard.</i></p>	<p>25</p>	<p><i>“We need public to be able to see what any board are deciding, I distrust WCC so have severe concerns.”</i></p> <p><i>“An independent group to the Council who have an overseeing responsibility for monitoring / analysis and evaluation of the systems, the adherence to the code of conduct and the outcomes.”</i></p> <p><i>“The Ethics Board should have a majority of independent members ie non WCC Employees/Directors.”</i></p> <p><i>“Citizens/service users are enabled to report their problems/concerns with independent oversight.”</i></p> <p><i>“Citizens must be allowed to give feedback on their experience and the system updated accordingly. This feedback should be shared with the population in order to ensure trust.”</i></p> <p><i>“The proposed Ethics Board should include members of the workforce and their Trade Union representatives”</i></p> <p><i>“Tax payers should be part of any review body and their views should over ride those of technicians!”</i></p> <p><i>“WCC... are not easy to give feedback to or good at receiving feedback. Their current complaints process focuses on whether internal processes were complied</i></p>

		<p><i>with, rather than the actual result or human need. The focus on public service gets missed and AI could make this worse & it's pretty poor as it stands."</i></p> <p><i>"Asking for immediate feedback from the people who are having to deal with this. And for WCC to listen and rectify if this feedback is continuing, even if this means reversing what has been put in place. Please listen, take on board and correct all that is not making a positive impact to those you serve."</i></p> <p><i>"A Citizen's Assembly to bring in experts to educate people about the benefits and downsides of AI, and to debate how WCC should use it going forward."</i></p> <p><i>"Monitoring is only half the story the other half is what is the fallout of things/AI going wrong... how soon will order be restored/dispute management/accountability/redress for any errors made or excessive time wasted. For me, WCC paying for their mistakes/poor service - including a fair and easy dispute resolution service - will both encourage good AI practice and create trust."</i></p>
<p>AI not to be solely relied upon</p> <p><i>Comments within this theme spoke of the continued involvement of humans, as well as AI to only be used for some tasks with standby systems in place.</i></p>		<p><i>"A standby system is provided in the event of system failure."</i></p> <p><i>"Decisions taken by AI systems can be appealed and referred to staff or suitable adjudication"</i></p> <p><i>"Where possible the option to not make use of an LLM or other AI agent, or appeal Any outcomes influenced by one. These are very dumb machines, even the clever ones, and lack much of the rational common sense from a human."</i></p> <p><i>"The key is to remember that your customers and stakeholders are human and aren't predictable. AI looks for patterns but won't provide a personal, bespoke service and won't interpret nuance. Use of these tools should always be balanced against whether a person could do it better."</i></p> <p><i>"Only used in very select circumstances and humans to still be doing some of the work. Eg with chat bots have an option, if problem not resolved, to speak with someone. AI should not replace people, just work alongside."</i></p> <p><i>"clear indications of where/how AI is being used and why. Ensuring there is always the option to talk to a real person not just website and chatboxes"</i></p>
<p>General Concern</p>	<p>12</p>	<p><i>"Be careful as AI is integrated into WCC. It seems like must Councils have already made the decision to use AI before the surveys go out. If we need AI to speed process</i></p>

<p><i>Comments in this theme expressed more general concern about the implementation of AI within WCC.</i></p>		<p><i>up in local council as lack of staff. Who is going to monitor the AI like it should be. Till we understand AI fast progression into our lives."</i></p> <p><i>"I don't know. I feel perhaps people will blame the AI for mistakes and lack of attention to detail"</i></p> <p><i>"You can't ensure trust unfortunately. Intelligence created by humans will always be fallible - often useful and sometimes wrong."</i></p> <p><i>"Don't trust it"</i></p> <p><i>"Very unsure about it"</i></p> <p><i>"All of the above it susceptible to third party inference."</i></p>
<p>Transparency</p> <p><i>Comments under this theme are focused on the importance of transparency. This included a range of suggestions including making it clear when AI is used, and having policies on its usage. Some also spoke of barriers to transparency.</i></p>		<p><i>"Announce to users when AI is used (other than in trivial situations) and allow opt out. Monitor opt outs and remove when small"</i></p> <p><i>"A clear policy on the use of AI published for residents"</i></p> <p><i>"...Full climate accounting of service provision."</i></p> <p><i>"Re. point 4 - 'completely transparent' is not achievable in AI. The AI algorithm is opaque and biases in the learning dataset are difficult / impossible to track."</i></p> <p><i>"When interacting with WCC it should be made crystal clear if an AI system is involved so people can see an immediate sign of transparency."</i></p> <p><i>"Transparency is always best and as the council apparently work for the people we should have access to everything."</i></p> <p><i>"Technology transparent... problems can arise with any technology"</i></p>
<p>Concern about cost</p> <p><i>Comments in this theme include those that express concern over the cost of implementing AI. Some comments speak of cost savings not being the priority, and ensuring AI is genuinely of benefit to WCC.</i></p> <p><i>Others express concern over money that will be spent on AI, and the impact of this.</i></p>		<p><i>"Dont try to implement by cost, it must be done by quality, accuracy and continual monitoring of results and consequences."</i></p> <p><i>"...WCC should focus on efficiency, rather than distract themselves - next thing we'll all be paying for some useless Ethical Standards manger and their witless team."</i></p> <p><i>"I do NOT want to see AI adopted in local councils at the current time. It is far too easy for gullible managers and financial controllers to adopt a new technology based on the over inflated claims of a highly bonus driven sales team. Let them rip other off first. Local council administration is too soft a target."</i></p>

		<p><i>“AI used as a genuine improvement of service not just as a cost saving.”</i></p> <p><i>“I do not believe there are adequate skills available to do the above and even to get something close to these requirement's would be cost prohibitive in the current period. AI will not reduce costs and will be detrimental to Warwickshire residents.”</i></p> <p><i>“Large organisations simply cannot be trusted to get things right. I don't think that local government (or national for that matter) have the expertise or management skills required to properly manage these issues, there is also a HUGE potential risk in blowing massive sums of money in trying to implement an IT system that will work, ie [other council] example. Millions wasted. The potential ongoing misuse of AI by 'bad agencies' takes this risk to another level.”</i></p> <p><i>“All of the above but recently political standards have dropped and the everyday person feel sceptical in this cost-of-living environment we are living in and the council want to purchase more expensive equipment when we are failing to provide day to day services in the community or helping the voluntary sector.”</i></p>
<p>Wider regulation and legislation</p> <p><i>This theme focused on regulation and legislation wider than WCC. For example, legislation governing the use of AI and regulation of providers. Some comments expressed concern over the ability to regulate.</i></p>	<p>10</p>	<p><i>“Employ a system that is governed and controlled by UK law and resources (i.e. server based in the UK following UK GDPR). Also, AI should not be widely used until UK laws governing this type of technology have been enacted.”</i></p> <p><i>“Complete transparency would be great, but not actually possible with most (possibly all) current AI implementations. I don't think WCC should be doing any of this stuff, it needs regulating at a national level.”</i></p> <p><i>“As I have said before, I believe there needs to be Legislation at a Government Level to mitigate any damage that AI can or may cause.”</i></p> <p><i>“I do not want WCC to use AI and do not believe that AI can be adequately regulated or trusted.”</i></p> <p><i>“Contracts of data confidentiality with software providers. Such contracts to be governed by UK legislation (not USA).”</i></p>

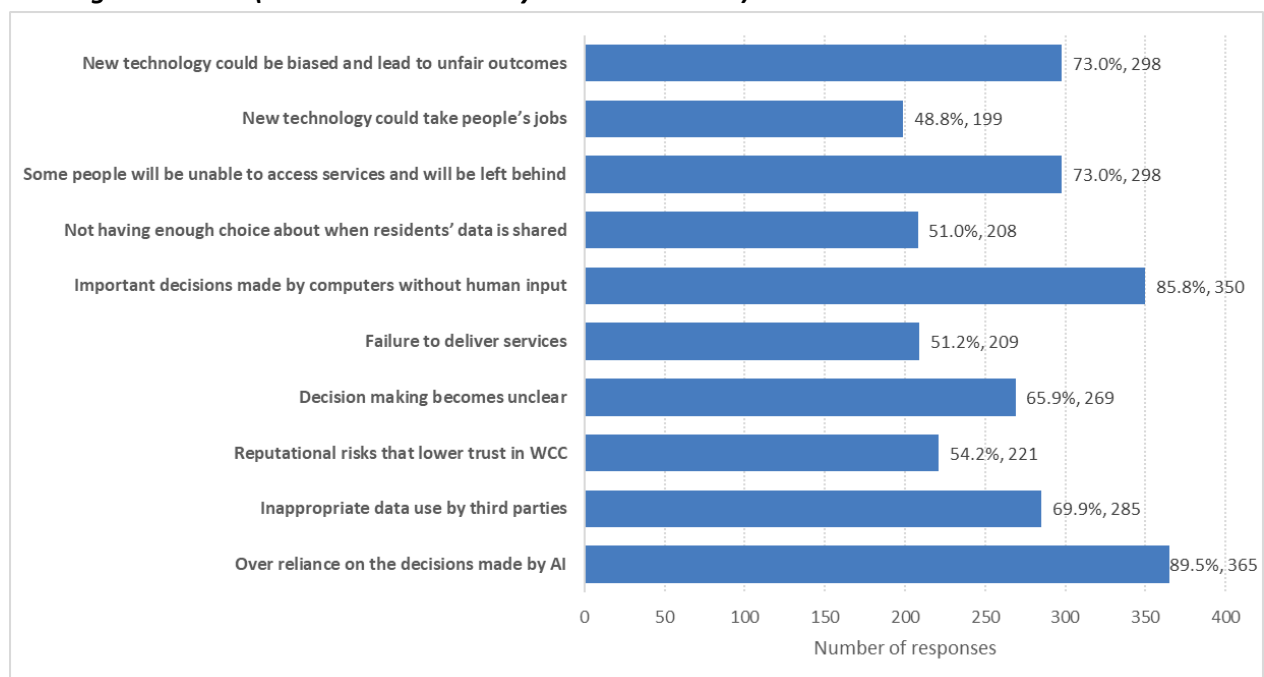
A range of other topics were also mentioned by 10 or less people; Wider regulation and legislation (n=9), Criticism of WCC (n=6), Policy for usage (n=5), Equalities and appreciating differences (n=4), I don't know or not applicable (n=5), Job loss or efficiencies (n=3), Refers to

previous question (n=3), Need to have confidence in the system (n=1), Training for staff (n=1), Criticism of survey process (n=1), Other - unrelated to question (n=1), and Question (n=1) (“In the first line, who will do the monitoring? What would be the outcome of any issues found? In the fourth line, ‘we have a full understanding of how AI works’, who do you mean by we?”).

Question 9: Which of the following do you think are risks that may arise due to using AI at WCC? (Please select all that you think are risks)

The next question asked what risks respondents felt may arise due to using AI at WCC. Respondents were asked to select all options that applied, and an open box was provided for any further comments. The answer selected by the highest proportion of respondents was ‘Over reliance on the decisions made by AI’, with 89.5% (n=365) of respondents who answered selecting this option (Figure 9). The majority of respondents who answered (85.8%, n=350) also selected ‘Important decisions made by computers without human input’. The statement ‘New technology could take people’s jobs’ had the fewest (48.8%, n=199) number of respondents selecting it as a risk.

Figure 9 – responses to the question ‘Which of the following do you think are risks that may arise due to using AI at WCC? (Please select all that you think are risks)’



Respondents were given the opportunity to provide additional detail in the comments section. There were 92 comments provided, from which a range of themes were identified, as shown in Table 10.

Table 10 - themes identified in responses to the question ‘Which of the following do you think are risks that may arise due to using AI at WCC?’

Theme	Number of responses	Example responses
<p>General or other concerns</p> <p><i>Comments in this theme express concerns about the use of AI. These include more general concerns, such as ‘don’t use it’, whilst others have specific concerns, such as the investment in AI, the likelihood of its successful use, bias, and avoidance of negative impacts.</i></p> <p><i>Some comments mention current/recent events in the media that expose technological ‘scandals’.</i></p>	19	<p><i>“All of the above are of some concern. It is important that AI is not seen as a cost cutting exercise and allow the Council to employ less qualified experienced staff.”</i></p> <p><i>“Greatest risk is massive investment in software, process change and training to support a new system that does not live up to the sales teams claims. When it fails it will be the council that have been taken for mugs and the members of the public that suffer.”</i></p> <p><i>“Big corporations... have invested massively in AI, have control over the project, and whose reputation relies on its success, have problems with making AI work. WCC will have limited resources of finance and expertise and will be reliant for their AI products on outside suppliers.”</i></p> <p><i>“As you can see from above - not sure I trust this in the hands of politicians”</i></p> <p><i>“Just DON’T use it!”</i></p> <p><i>“In the event of an unfair decision or special circumstances, one cannot appeal to a computer. This is troubling and deeply frustrating.”</i></p> <p><i>“AI is coming anyway, but not happy about it in any field.”</i></p>
<p>Monitoring, Review and accountability</p> <p><i>Comments in this theme speak of the need for monitoring or review of AI systems.</i></p> <p><i>Some comments mention the lack of monitoring and fear of lack of accountability.</i></p>	18	<p><i>“The above are all potential risks but ensuring the public are aware when AI is being used, regular monitoring of AI systems, and human oversight of automated systems could mitigate some of the risks.”</i></p> <p><i>“Reduction in transparency and accountability”</i></p> <p><i>“...Lack of responsibility being taken by decision makers”</i></p> <p><i>“With a strong reviewing panel the negative impacts should be reduced.”</i></p> <p><i>“Introduce it slowly”</i></p> <p><i>“It will lead to less accountability by senior administration and elected members. Blame for mistakes will be put down to AI rather than individuals who are ultimately responsible.”</i></p> <p><i>“All of the above and MP and council need to translucent and governed about promises and outcomes rather than personal and professional egos”</i></p>

		<p><i>“Those implementing AI will be biased in its favour and will not put in appropriate checks and balances. AI has a part to play in collating data for decision making but as it ‘learns’ it won’t always be right....How will the council identify if certain groups of individuals are influencing AI decisions through targeted data entry?”</i></p>
<p>AI not to replace humans</p> <p><i>Comments in this theme speak of AI not replacing humans, or only being used for some tasks. Ensuring accessibility of services and having a backup option were also topics mentioned.</i></p>	16	<p><i>“People will need to understand what decisions have been made by AI and have the option to have them reviewed by a person.”</i></p> <p><i>“AI in my opinion would be useful in monitoring your employees and assist in large documents but that is similar to what is being done already. What I would object to is decisions being made by AI, it will calculate the main points but not the idiosyncrasies that are present in research, questionnaires or transcriptions from market research. Data analysts will be required to sync the data in order to make the correct decisions not a computer...”</i></p> <p><i>“This is happening already. There are car parks in Warwick older people can’t use because they don’t do contactless payments and they don’t have a smart phone. This is definitely a problem. People should never be excluded from services because they are not tech savvy. Let the AI take a chunk of the volume away by serving people like me and then the real people can help those more with their requirements.”</i></p> <p><i>“Risk of hacking AI to manipulate the system. If AI fails (e.g. blackout) human personal might not know anymore how to handle situations. There need to be a back up plan for any case where AI can fail”</i></p> <p><i>“I believe that any concerns from staff or public should be take seriously and investigated by a dedicated staff member who would have an over view of the system. This should show up any negative trends in the AI”</i></p> <p><i>“Nothing beats getting to talk to a real person who knows their job and can answer or refer you on to the right person to answer your query...”</i></p> <p><i>“My biggest concern about AI is the lack of nuance. We can get this any way with poorly trained people but important decisions should always be taken by people.”</i></p>
<p>Loss of human intelligence</p> <p><i>Comments in this theme are concerned with the loss of human intelligence and connection, as a result of AI.</i></p>	12	<p><i>“Lack of personal touch and nuance. AI cannot cope with complex scenarios that require empathy and emotion”</i></p> <p><i>“...Reduced input of human creativity & imagination.”</i></p>

		<p><i>“AI stats not telling a true story, just facts and figures. Also we will lose that personal touch and understanding that people need when seeking help and guidance.”</i></p> <p><i>“As stated previously, I think it could lead to the council feeling more remote and impersonal than it already does.”</i></p> <p><i>“We are in a climate emergency and extreme weather events are becoming more and more likely. I fear for a society that is over reliant on technological infrastructure to function in the event of a power outage. We will have lost the manual and knowledge skills to machines, and may not be able to step up quickly in the event of that.”</i></p>
<p>Misuse or abuse</p> <p><i>These comments are focused on ways in which AI can be misused or abused; for example, through crime, misuse of information, and concerning third parties.</i></p>	<p>10</p>	<p><i>“In todays world we are all at risk of clever scammers gaining access to systems and that would be my main fear. Human beings are trained in their rolls and even they make errors if AI made errors what would be the consequences? How long would it take to correct the errors. Where would you get the resources from.”</i></p> <p><i>“Missuse of personal information.”</i></p> <p><i>“Fraud / crime, Misinformation”</i></p> <p><i>“AI is not safe and can be too easily used by bad actors or for Government surveillance.”</i></p> <p><i>“...I would hope that systems are secure enough that 'third parties' could not make use of WCC data, and more importantly corrupt the data being used by AI.”</i></p> <p><i>“Potential for nefarious usage”</i></p>

A range of other topics were also mentioned by less than 10 people; Overreliance on the system (n=9), Equalities (n=9), Unexpected negative results or lack of research (n=8), Don't agree with WCC use (n=8), Input or programming (n=8), Customer service (n=7), Bias (n=7), We should embrace change (n=7), Job and skills loss (n=6), Complaints mechanism (n=6), Transparency (n=6), General agreement or some benefit (n=4), Climate (n=2), Complaint about WCC (n=3), and Not sure (n=2).

There were two comments referring to another comment, one comment criticising the survey process and one comment unrelated to the question or topic area.

Question 10: To what extent do you agree or disagree that AI will improve public services for residents through the following:

Respondents were given six statements and asked how strongly they agreed or disagreed with them. Figure 10 and Table 11 summarise the responses. The strongest agreement (proportion of those responding selecting strongly agree or agree) was around reduced costs with 37% (n=151) respondents agreeing. The highest level of disagreement (proportion of those responding selecting strongly disagree or disagree) was with the statement ‘Enhanced precision and personalisation (more accurate, tailored services to meet individual needs)’ with 40.9% (n=166) disagreeing. For all statements there was a high level of uncertainty, ranging from 37.5% - 49.3% of respondents who answered saying ‘not sure’.

Figure 10 – responses to the question ‘To what extent do you agree or disagree that AI will improve public services for residents through the following’

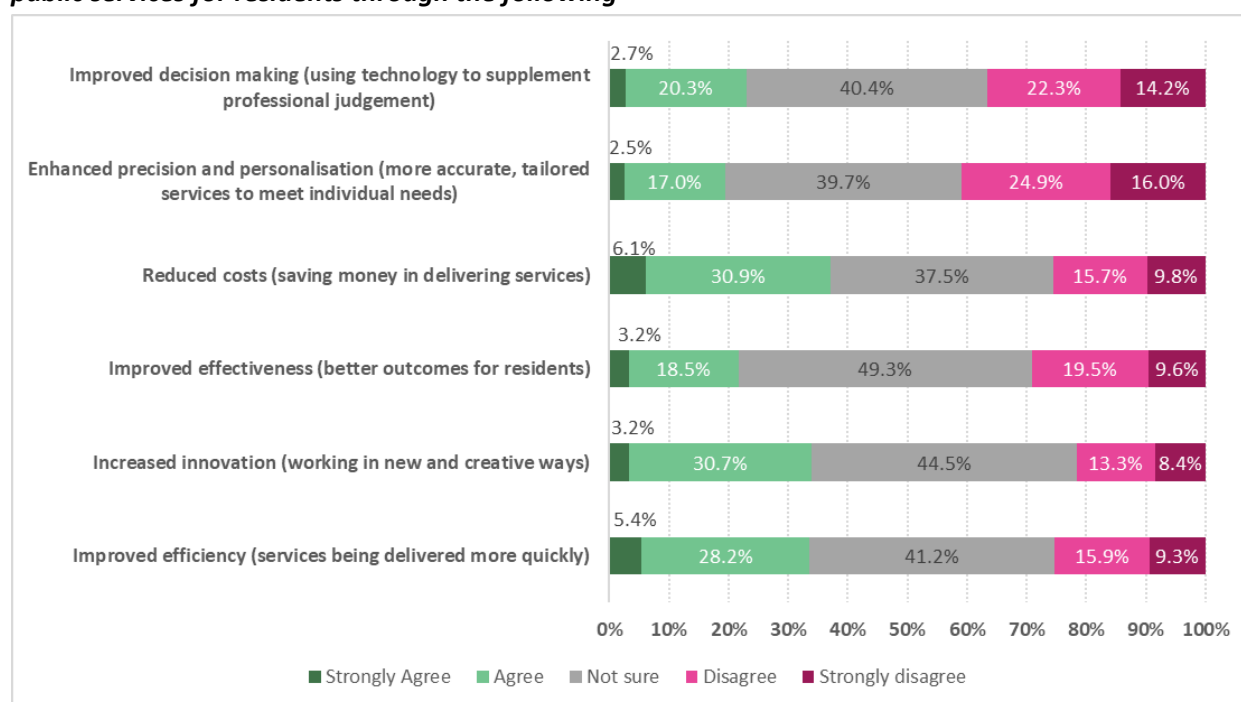


Table 11 - responses to the question ‘To what extent do you agree or disagree that AI will improve public services for residents through the following’

	Strongly disagree	Disagree	Not sure	Agree	Strongly agree
Improved decision making (using technology to supplement professional judgement)	58	91	165	83	11
Enhanced precision and personalisation (more accurate, tailored services to meet individual needs)	65	101	161	69	10
Reduced costs (saving money in delivering services)	40	64	153	126	25
Improved effectiveness (better outcomes for residents)	39	79	200	75	13

Increased innovation (working in new and creative ways)	34	54	181	125	13
Improved efficiency (services being delivered more quickly)	38	65	168	115	22

Question 11: Warwickshire County Council (WCC) will keep residents and service users informed on our approach to AI and when it is used. How would you like to be informed about AI use at WCC?

The next question asked respondents how they would like to be informed on WCC’s approach to using AI and when it is used. This was an open text question, to which 328 respondents provided a comment. Many comments offered a straightforward answer with a communication method mentioned. Other comments added additional detail. From both types of comment, a range of themes were identified as displayed in Table 12 below.

Table 12 - themes identified in response to the question ' Warwickshire County Council (WCC) will keep residents and service users informed on our approach to AI and when it is used. How would you like to be informed about AI use at WCC?'

Theme	Number of responses	Example responses
<p>Email</p> <p><i>Many comments in this theme just mentioned email as a communication method or one of several. Other comments added additional detail or considerations.</i></p>	171	<p><i>“Weekly email newsletter”</i></p> <p><i>“Sending an email is good for me but anyone without Internet would need a letter”</i></p> <p><i>“Email, and evidence that it will benefit the general public”</i></p> <p><i>“Reports on forecast results versus actual results by email”</i></p> <p><i>“...Emails links to website for updates”</i></p> <p><i>“An email summarising the introduction of AI in a process, with an option to access more detail on the WCC website.”</i></p> <p><i>“Email updates with the chance to respond (and for those responses to be read by a human rather than filtered by AI).”</i></p> <p><i>“Email/letter if a new large system is being put in place or AI is being rolled out in multiple areas of the council's work...”</i></p> <p><i>“Downloadable documents sent by e-mail. Or hard copies! One of the major causes of the digital divide is the exclusive use of technology to explain technology.”</i></p>

		<p><i>"Electronic communication is preferred with someone available to answer questions if required, not an automated system of standard questions and answers."</i></p>
<p>Transparency when AI is used or at point of use</p> <p><i>Comments in this theme speak about the importance of transparency in the use of AI. This included being clear on how AI is used, performance measures, and strategies/policies surrounding its use. Many comments spoke of transparency at the point of use, so that it is clear AI is being used.</i></p>	<p>68</p>	<p><i>"Clear declarations on your websites, for those accessing your website."</i></p> <p><i>"Annually with a circular that includes overall budget spends and breakdowns."</i></p> <p><i>"All correspondence should indicate if it has been created by or any data used in the communication has had any AI involvement."</i></p> <p><i>"...But firstly shouldn't all residents be informed of policy decisions and implications as a matter of course? And secondly whether AI is involved in individual transactions (similar to notifications that telephone calls are being used for training purposes)."</i></p> <p><i>"I would like to know in advance if I'm dealing with a human or a chatbot whether its an email, a chat box or a telephone call"</i></p> <p><i>"I'd like to see a strategy paper outlining how AI will be used and governed"</i></p> <p><i>"At every turn. On every document. Always flagged up"</i></p> <p><i>"Have written "not sure" in answers to above because there is no evidence in the local public domain that could possibly ensure residents were making informed decisions about any other answer. Perhaps a emailed newsletter along the lines of Green Spaces residents could sign up for and information bulletins on display at local libraries etc. WCC has a duty of care to both inform and educate residents and users of services with local examples of use and EVIDENCE of outcomes for users."</i></p> <p><i>"most people won't seek out this information - so probably need to be transparent at all times - so where responses are generated by AI - make that clear in the response - don't try and pretend it's a human!"</i></p> <p><i>"When being informed about the use of AI I want to know:</i></p> <ul style="list-style-type: none"> <i>- when is it used</i> <i>- why / how has it been decided its use is appropriate</i> <i>- what does it mean for my privacy and data</i> <i>- what systems is it replacing/enhancing</i> <i>- a review of its benefits and issues encountered, what has been learnt from its use [NOT how its use is being expanded - that should be separate]... there should then</i>

		<p><i>be an opportunity to find out further information by accessing a website, sending off for a report..."</i></p> <p><i>"Big bold red letters at every point that ai is used stating: these decisions / actions have been taken with the support of ai - an investment made on your behalf using your money by the leaders of your council. Your council leaders accept full responsibility for the decisions made by this ai supported process."</i></p>
<p>Letters and Post</p> <p><i>This theme included comments where respondents said their preferred communication method was post, letter, or hard copy.</i></p> <p><i>Some comments noted that this ensured all residents would be included.</i></p>	41	<p><i>"Written communication through my local principal council and my own local councils"</i></p> <p><i>"By post as not everyone has use of a computer or a mobile phone which has internet facilities."</i></p> <p><i>"In writing - but not writing that's been produced by AI"</i></p> <p><i>"To make every person aware it would need a leaflet drop in every address"</i></p> <p><i>"Letter to all households/service users. WCC can no longer rely on adverts in local papers as they rarely reach many people."</i></p> <p><i>"Public meetings, printed documents, focus groups. You know ... stuff that involves PEOPLE."</i></p>
<p>Website</p>	35	<p><i>"A dedicated page on the website, a note at the start of a chatbot conversation..."</i></p> <p><i>"Information on website, going into detail on each department's page about how AI is used in that space. Transparency is key."</i></p> <p><i>"Clarity on website"</i></p> <p><i>"...having access to be able to look into AI use via WCC website for more information."</i></p> <p><i>"Regular emailed or website reports on what has been done with AI and reviews on the positive and negative outcome. Not forgetting those who do not have the use of or access to technical devices."</i></p> <p><i>"At point of use as well as a general statement on the WCC website."</i></p>
<p>Social media</p>	23	<p><i>"Through regular updates on social media but also with a fully considered communication alongside our annual council tax billing communication."</i></p> <p><i>"Regular social media updates..."</i></p> <p><i>"Social media posts..."</i></p>

		<p><i>"Via email & social media..."</i></p> <p><i>"I would like there to be clear public announcements about what is currently being used through social media and, where processes are already in place to be made aware of them through my interaction with that particular process. For example, when any communication is sent out by post or email it should include a rider to explain the use of AI within that process."</i></p>
Press and the media	21	<p><i>"By email, but it also needs to be included in local press as not everyone uses or looks at emails."</i></p> <p><i>"You need to reach all users so broad communication is required. Emails, leaflets websites updates, local paper, local BBC?"</i></p> <p><i>"Email, local news in old-fashioned newspaper format, social media and long established media such as radio and TV."</i></p> <p><i>"I would expect that any decisions made by the County to be made clear to all residents. An important innovation affecting people should be reported in local press and further details on the Council's website."</i></p> <p><i>"...regular pod casts..."</i></p>
Newsletters	16	<p><i>"Digital newsletter"</i></p> <p><i>"Email or similar I suppose a regular update from WCC in the form of a virtual newsletter"</i></p> <p><i>"By e- newsletter that's open to response by residents."</i></p> <p><i>"newsletter. explanation for each service how/if ai is being used and how & why"</i></p> <p><i>"Annually with a circular that includes overall budget spends and breakdowns."</i></p> <p><i>"As public as possible - new letters, news article's, social media ads, published guidelines for all aspects of AI, published notes of reviews and outcomes, published plans to "role back changes" when AI might not be working."</i></p>
Information days, demonstrations or face to face	14	<p><i>"Face to face explanation."</i></p> <p><i>"I would love to hear a presentation on the subject, with real examples of processes in WCC. Decision making by elected representatives is dreadful (they have no idea about creating or analysing a business case) but that is how democracy works. There is also a tendency to reject professional advice as being "biased", mainly by people</i></p>

		<p><i>who haven't read it or considered it but that is how populism works."</i></p> <p><i>"...invite for alpha / beta of services, or demonstrate with video of how AI is being leveraged..."</i></p> <p><i>"Public consultation like a Citizen's Assembly, followed up regularly with emails and other public events."</i></p> <p><i>"For big issues, in person via open meetings, email and mail shots."</i></p> <p><i>"...maybe having an information day at the library"</i></p> <p><i>"...opportunity to " try it out""</i></p> <p><i>"By a human being. Well in advance."</i></p>
Leaflet	13	<p><i>"By pamphlet so as not to alienate those who don't use smart phones or internet"</i></p> <p><i>"Leaflet produced each year with proposed AI use and Leaflets produced every six months informing the Community where AI has been used to improve Services. This could be sent to all households via email"</i></p> <p><i>"Leaflet"</i></p> <p><i>"Through the door to everyone in rugby in a clear and easy to understand book"</i></p> <p><i>"In the form of hand outs and something like a roadshows"</i></p>
Not sure or not needed	12	<p><i>"...Don't need regular communication on this, just knowing where to look out of interest."</i></p> <p><i>"I'm not sure. In which ways can you inform me?"</i></p> <p><i>"Why should we need to be informed. It is just another computer / management tool. Do you keep us informed on any of the other systems WCC uses?"</i></p> <p><i>"By notification, though it remains to see how the information should best be transmitted."</i></p> <p><i>"Well if you already doing it what's the point"</i></p> <p><i>"I don't."</i></p> <p><i>"not sure"</i></p>
Official avenues or elected members	10	<p><i>"Public consultation. Information distributed regularly via any method which works including via councillors"</i></p> <p><i>"Consultation processes and newsletters"</i></p>

		<p><i>“Issue monthly reports that:</i></p> <p><i>1 Inform in advance when AI is an agenda item for meetings/publicise those open to public attendance</i></p> <p><i>2 Publish minutes following meetings with a summary of decisions</i></p> <p><i>3 Hold frequent public meetings on progress/goals/desired outcomes</i></p> <p><i>4 Be transparent about budgets and dates for evaluation of success criteria”</i></p> <p><i>“Through elected members. Ultimately I want confidence that my councillors understand what is going on as they are who should be holding the council accountable on my behalf.”</i></p>
Reports	10	<p><i>“Independent report on use and effectiveness”</i></p> <p><i>“A report articulating how it will be used.”</i></p> <p><i>“You have internal use not effecting the general public, could be included in an annual report on AI.”</i></p>

A range of other topics were also mentioned by less than 10 people; With council tax or other regular correspondence (n=9), Don't use or general concern (n=8), Working on relationship between council and community (n=6), Any or cheapest (n=5), Notices (n=5), Vulnerable groups (n=5), Must have good understanding or evidence of AI (n=4), Alternatives to AI (n=4), Panel (n=3), Phone (n=2), Podcasts or webinar (n=2), Text (n=2), and Criticism of survey (n=1). There were fourteen comments categorised as 'other', where the response to the question was unrelated or unclear – for example, respondents saying 'the usual method'.

Question 12: Do you have any further comments to make on AI?

The final question asked respondents if they had any further comments to make on AI. This was a free text response box. Comments were received from 184 respondents. These have been themed and are summarised in Table 13.

Table 13 - Qualitative themes identified in response to the question ' Do you have any further comments to make on AI?'

Theme	Number of responses	Example responses
<p>AI to only be used for specific tasks, not to replace humans</p> <p><i>Comments in this theme speak of using AI in addition to humans. Some comments speak of only using AI for</i></p>	36	<p><i>“I use AI all the time as a tool. It is no replacement for a human but it is capable of different things which can make some tasks much quicker...”</i></p> <p><i>“...I still think there is need for a human workforce to be in the background as a backup...”</i></p>

some tasks, and others speak of ensuring humans are there as a 'backup' or to monitor usage.

Some comments express concern over losing human intelligence and contact – for example, lack of empathy.

"I would rather it not be used. When speaking to a person a problem is usually resolved quickly. When interacting with AI you can go round and round with the same questions that AI keeps asking and you go nowhere and is very frustrating."

"AI certainly has potential benefits for improving the efficiency of processes and systems - especially administrative - and its use in these areas must be embraced, providing it is in a collaborative fashion (AI works alongside human colleagues). I am less convinced it should be used for important decisions, however. If it is to be used in this way, a strict protocol needs to be devised and adhered to - which, first and foremost, considers the common sense of said decision..."

"AI is an important tool - but it is just that - a tool to do a job, rarely can any job be done with one tool. Put AI in the toolbox, don't make it a replacement for all the others!"

"Needs to be used appropriately not as the answer to everything and an excuse not to engage with individual members of the public who have queries."

"I feel that we have to embrace AI and make it work for us rather than against us. It is a tool to make life better, but the human element is the only way to regulate what and how it operates. The technology is moving so fast that we have to be able to keep up. It is therefore imperative the WCC employ sufficient staff who are familiar with, and intelligent enough to monitor its use. The community rely on WCC claiming the correct technology for the jobs intended. WCC is a steward of the community well-being."

"I think there is a lot of positives if it is used in the right way. I however do not feel decisions should be made solely by an AI. They cannot see the gray areas or the extra circumstances. I feel though in some areas it would help services become more efficient. I just feel it should be used in partnership with staff members to support them."

"... We will be the person sitting at the computer for an hour or so trying to find our way round the various systems to get the information etc we need. It may cut the number of staff needed and save you money, but nothing is as good as getting a knowledgeable person who can answer and explain things."

"...As we move more and more towards automation I'm concerned about the impact on those not able to use technology due to health issues, poverty or even

		<p><i>unwillingness/confusion. Those of us currently able to use technology now may not be able to in future, what happens then? Should we leave people behind by removing their access to services and information? Should we dictate how people interact with one another? What could be the mental health and societal issues that will arise and need addressing down the line? The scale of these issues is unknown but having spoken to some involved in the move towards automation the view that 'in 10 years all the elderly who can't use technology now will be dead and it'll be fine' does not appreciate the fact that if we're fortunate enough to get old, or unfortunate enough to have an accident, and our ability to understand or use technology is impaired we still need to feel like valued individuals. Not everyone has family to rely on..."</i></p>
<p>Negative Impacts</p> <p><i>Comments in this theme spoke about negative impacts of AI. A range of topics were mentioned including; risks, job and skills loss, reliability of information, and misuse.</i></p>	<p>34</p>	<p><i>"AI can cause major problems for people when not used correctly. For example information not being input correctly if at all."</i></p> <p><i>"Don't. Just don't. As more and more jobs get replaced by AI (and not just within WCC) who is going to be earning money to pay council tax to pay for services? Reduction in workforce, reduction in income, reduction in spending, closure of small businesses, even [worse] public services. Where is the benefit to the people you are here to serve?"</i></p> <p><i>"I don't know enough about AI. Unfortunately whilst it is around us all the time, the main events we hear about tend to be negative."</i></p> <p><i>"I'm not at all worried about AI in WCC. It's everywhere and already too late to be concerned. What does worry me is the abuse of AI expertise to manipulate human bad behaviour - social engineering, warfare, crime, politics and elections."</i></p> <p><i>"...Ppl in power relying on some software caused innocent being arrested at it wasn't even close to AI"</i></p> <p><i>"My experience of IT solutions is they are oversold and frequently fail. They are expensive, require huge investment to keep up to date and always under deliver. Interestingly [public figure] states AI is a danger to society."</i></p> <p><i>"I would rather it did not exist at all, frankly, but it could be useful. There are serious dangers with it however and so I would tend towards caution and the Council should only use it where genuinely beneficial."</i></p> <p><i>"If used effectively can be helpful to speed up dull administrative tasks but at a high cost - people's jobs,</i></p>

		<p><i>creative “outside the box” thinking, risk of hacking, risk of over reliance and de-skilling people. I am not sure it is worth it but it does entirely depend on what it is used for and how this is implemented.”</i></p> <p><i>“My belief is it has the potential for misuse, abuse and huge trust implications based on electronics taking decisions without any humanitarian input or intervention”</i></p> <p><i>“Just remember, when AI replaces a job, the financial and social costs of unemployment and associated increased benefits costs should be part of the decision making process”</i></p> <p><i>“AI technology advances far to fast for the likes of Local Government (or National Government!) to adequately regulate and control. There is far to much power therefore in the hands of private companies and other Governments, who are unlikely to have our best interests at heart. You might embrace AI in good faith, but it will be abused.”</i></p>
<p>Some benefits or agreement</p> <p><i>Comments in this theme were focused on benefits of using AI or agreement with its use. Some comments acknowledged benefits alongside concerns, whilst others just highlighted the advantages of its use.</i></p>	<p>28</p>	<p><i>“Please do start to use AI widely to improve services and reduce costs.”</i></p> <p><i>“Whereas I can understand the use of AI in many circumstances I think WCC has a duty to converse with its residents and not sure AI does this Can be useful but can’t replace the human touch”</i></p> <p><i>“The term AI is scary, but, by using examples such as [voice activation system] and sat nav you gave me a much better understanding. I would suggest using this type of approach in mass communication.”</i></p> <p><i>“If AI is implemented and used correctly it would of great use to the people and council but proper safe guards must be put in place.”</i></p> <p><i>“There are clear advantages in medical diagnosis, engineering, design and calculation of loads and stresses where human error can be eliminated. Sadly inappropriate use to just save money will lead to the deterioration of services and society. The savings will not be passed on and ultimately big business will thrive until they realise they no longer have any customers with money”</i></p> <p><i>“I think it’s definitely the way forward especially for councils and government which seem to have become far too large for purpose and need to be more efficient and streamlined to serve the people that pay for them.”</i></p>

		<p><i>"If it could be used in areas such as planning and listed building it may provide an unbiased and more rapid answer"</i></p>
<p>Regulation, monitoring and review</p> <p><i>Comments in this theme relate to topics such as auditing, monitoring, and safeguards to ensure the regulation of AI usage.</i></p> <p><i>Some comments mention that benefits could be seen if it is appropriately monitored. Some comments urge caution using it.</i></p> <p><i>Some comments speak of using feedback and performance measures to regulate.</i></p>	27	<p><i>"...independent reviews/audits should be done regularly of any system by changing experts so as not to create a familiarity between operators and auditors."</i></p> <p><i>"I have said that I agree about all the benefits but in my view I am saying that I agree that these benefits are possible and, unless care is taken over implementation and monitoring will not necessarily result. That same care with implementation and monitoring is essential to limiting risks - which are very real."</i></p> <p><i>"Approach this with a full project management plan that is carefully monitored, analysed and evaluated."</i></p> <p><i>"A report reviewing the use of AI annually"</i></p> <p><i>"When AI is used to make decisions it is important to understand the reasons, especially if they are unexpected. Lessons may be learned or faults discovered."</i></p> <p><i>"I think it is an exciting innovation that could have huge benefits to efficiency, and which we need to embrace rather than fight. However, we need to ensure that it is used carefully and appropriately, and monitored, and that we don't over-rely on it."</i></p> <p><i>"Perhaps let another council lead on this first, then learn by their mistakes/feedback?"</i></p> <p><i>"Don't be put off using AI. Embrace it, harness the potential. Have strong meaningful controls in place and use data to look for more ways to bring about efficiencies for using AI."</i></p> <p><i>"It's use must be strictly controlled and only used in an ethical and transparent way for data analysis only."</i></p>
<p>Embracing AI with caution</p> <p><i>Comments in this theme focus on embracing AI with caution, with some comments more enthusiastic about AI, and others very concerned.</i></p>	27	<p><i>"I think you need to be very careful about this and put the residence at the heart of your operation which I don't think you're doing..."</i></p> <p><i>"I would like the council to be a late and cautious adopter of AI. The technology remains to be proven."</i></p> <p><i>"It is a new emerging technology and while we should embrace it (I have [voice activation] throughout my house), we should also be aware of it's faults and limitations."</i></p>

		<p><i>"It presents great opportunities. However, like all innovation, there will be a period of instability as changes occur, giving variable outcomes. The skill and direction of the AI users is the key. Like any new tool. The introduction of AI will also require educating the council and it's stakeholders, so everyone understands issues."</i></p> <p><i>"As within new technology, this will require very thoughtful and heavy research and introduced very steadily, with a LOT of impact testing and not frivolously introduced..."</i></p> <p><i>"I understand that AI may seem to be a necessary tool to be embraced but, I feel it should be used initially with extreme caution."</i></p> <p><i>"I understand that the world needs to move forward and keep up with technology but the use of AI and reliance on it is unprecedented and should be tested very slowly and carefully before embarking on any new development. Just because it's automated doesn't mean it can't be wrong or make mistakes"</i></p> <p><i>"It should best evolve rather than suddenly emerging."</i></p>
<p>No further comment</p>	<p>27</p>	<p><i>"Not at this point"</i></p> <p><i>"No. The feel the future looks bleak. What will be next?"</i></p>
<p>Criticism of WCC or survey process</p> <p><i>Comments in this theme include criticism of WCC or the survey process.</i></p>	<p>21</p>	<p><i>"Over reliance and apathy can take over even more. Lack of access to people in charge... its bad enough now. No-one takes responsibility for errors."</i></p> <p><i>"I do not have enough knowledge of this subject to make any comments. It would have been beneficial if some examples could have been shared of its advantages and disadvantages in a supporting email prior to the survey"</i></p> <p><i>"Maybe WCC should attempt to run themselves efficiently with humans first before attempting to enter the AI world. Some of the decisions made in our town are shockingly awful, resulting in crime, drugs, empty buildings, gridlocks, basically a town a shadow of its former self. That we pay over the nose for. Give us back a stratford to be proud of with a safe and varied environment for residents. You can't tell me AI will do that. Certainly not if run by humans who seem intent on ruining it."</i></p> <p><i>"Like most of the public I am wary. I would trust AI in the hands of my GP, my consultant, my surgeon, my mechanic, my dentist...but not in the hands of politicians local or national."</i></p>

		<p><i>"I lack faith that WCC will use the technology well. I expect it will be implemented to cut costs where they shouldn't be cut and that in the long run will cost more money putting things right. It may also damage decision processes and cause harm to residents lives"</i></p> <p><i>"I thought Qu10 above was unfair as it called for too much speculation - how should most respondents (notably not WCC employees) know if AI WILL improve public services for residents"</i></p>
<p>Customer service</p> <p><i>Comments in this theme include those that mention customer service or the impact on the customer. Some topics mentioned include the use of chatbots, concerns about current customer service, and accessibility.</i></p>	18	<p><i>"My experience of AI in other organisations is, it's only useful if it's got the backup of a human. BOTS are helpful for simple things, but not for more complex issues... always focus on the customer needs and not just the organisations needs."</i></p> <p><i>"As I don't trust WCC at present due to poor communications and contactability, I can't see that adding AI into the mix could possibly improve things!"</i></p> <p><i>"To mitigate the risk of this technology, residents should always have the option to speak to a real person if unsatisfied by a "chat with a robot"."</i></p> <p><i>"...It could be an improvement, or it could be a degradation in service. It could even depend on the particular perspective of the person using the service."</i></p> <p><i>"...Councils, as key providers of services, need to ensure all are able to engage effectively and be respected. There is a concern that AI will reduce/remove the people, skills and processes to assist those that can't go down the 'happy path'. Reassuring the vulnerable, especially those without family, that they won't be abandoned is something I deem as essential."</i></p>
<p>Don't use AI</p> <p><i>Comments in this theme were against the use of AI and expressed disagreement with WCC using it.</i></p>	17	<p><i>"AI is coming anyway, but not happy about it in any field."</i></p> <p><i>"Never be first with new technology. Let others make mistakes first eg smart meters"</i></p> <p><i>"I am completely against the use of AI within National and local government"</i></p> <p><i>"As said, I'm hugely suspicious of AI and I think you'll need to do A LOT OF CONVINCING before I accept this is a safe, efficient, reliable method to provide council services to its residents."</i></p>
<p>Concern about cost</p> <p><i>Comments in this theme expressed concern over the cost of AI; this included the actual cost to implement, the</i></p>	14	<p><i>"I have yet to come across a computerised technical innovation that did not cost more money than first envisaged. The idea that AI will save money I think is optimistic"</i></p>

<p><i>extent of savings and how it will be funded.</i></p>		<p><i>“AI should be explored, but not for everything. The cost of AI should include the environmental cost.”</i></p> <p><i>“Where are the funds coming from to implement it”</i></p> <p><i>“My biggest concern is that both Central Government and Local Government do not have a good record for getting project well specified and deliveries and penalties agreed, their reliance on large Blue Chip companies and large Consultancy firms leads to Government officials not really in control of final outcomes, this leads to running over in cost and delivery times...”</i></p>
<p>Transparency</p> <p><i>Comments in this theme speak of transparency in how AI is used, as well as gathering feedback and encouraging engagement of the community in it’s design.</i></p>	<p>12</p>	<p><i>“It is important that WCC keeps residents fully informed of where and why it is intending to use AI and explain the benefits that will accrue to both WCC and it’s residents. Failure to do so will be counterproductive and lead to real and imaginary claims of bias and unfairness.”</i></p> <p><i>“Undoubtedly this will be a tool for the future that can be harnessed but given the already very poor impact of government cuts on local government, it would be very detrimental to the level of trust and accountability to increase the use of AI without educating and informing residents and taking them with WCC on this journey. Frequently they will have already experienced many examples of the worst examples, like chatbots, from large companies, that frustrate and obscure service delivery.”</i></p> <p><i>“Make this survey more accessible for all - Libraries, doctor’s surgeries, hospitals, in fact anywhere people access. You must ensure all residents within your jurisdiction have a say, as their views presently maybe far and few. I only heard of this survey when a neighbour suggested it. At no time was I aware of WCC asking for my opinion. If all are to be presented with this then you should make the effort/time/money to get that intention out for all to respond.”</i></p> <p><i>“Personally (and I suspect for many others) AI is largely a mysterious concept with unknown and possibly unforeseen consequences. Education and transparency should be of paramount importance for what could be a gradual creeping and covert phenomenon that takes over our daily lives. But there again I’m quite old.”</i></p>
<p>Education and Awareness</p> <p><i>Many comments in this theme speak of having experienced staff who can manage AI systems. Some speak of education and awareness of the public.</i></p>	<p>11</p>	<p><i>“It is all about how it is done. I fear that local government Salaries are not high enough to attract expertise in this field. WCC reputation for delivery is not good and that would apply to use of AI as well. That is the biggest risk.”</i></p> <p><i>“I don't think AI is appropriate in environments where there are people who are not technological experienced.</i></p>

		<p><i>In my experience staff IT skills are across WCC are basic and the use of AI without the know how will be detrimental in delivering services”</i></p> <p><i>“AI is potentially a game changer for delivery certain of WCC services but I’d reliant on the amount of time invested , people inputs taken on board and independent thinking applied to make and ensure AI system provide better inclusivity and access for all customers and that it does not create discriminatory practices , unwittingly.”</i></p> <p><i>“...For us oldies I think that you really need to come to village halls/ centres to educate us on AI as our children bamboozle us with technology and soon so will my grandchildren...”</i></p>
<p>Inevitable</p> <p><i>Comments in this theme express the inevitability of AI being introduced. Some comments express additional caution.</i></p>	<p>11</p>	<p><i>“We have no choice, but to embrace the future. Lets proceed with caution!”</i></p> <p><i>“It's the future don't knock it. There are lots of people who will not agree as it's change but if you don't embrace AI we might as well go back to pencil and paper”</i></p> <p><i>“You can't stop the tide: the AI revolution is already with us so you're going to have to use it whether people like it or not, because your suppliers and their suppliers will be using it, as will lots of the residents and businesses you interact with in the county.”</i></p> <p><i>“I believe that over time an AI system will become the norm for decision making and communications. The 'human touch' will continue to be lost and society will not realise the negative impact until something goes wrong.”</i></p> <p><i>“I am sure it will happen, but for me it narrows and depersonalises the services that we use and expect from WCC....”</i></p>

A range of other topics were also mentioned by less than 10 people; Could be good and bad (n=9), Job loss (n=9), Management (n=9), Fairness and equalities (n=8), overreliance (n=7), scared (n=5), and staff consultation (n=3).

There were eight respondents whose comment was themed as ‘not sure or I don’t have the knowledge’, three comments referring to a previous response, and four comments categorised as other.

Appendix 1 – Artificial Intelligence (AI)

Copy of survey (the text and space available to comment was much larger on the survey but for the purpose of this report has been reduced):

Overview

The use of Artificial Intelligence (AI) has already become a part of our day to day lives in our homes, workplaces and public spaces. Quite often, we might be using AI or interacting with AI technologies without even realising it.

This emerging technology is creating opportunities to be explored at Warwickshire County Council, but also means we need to think in different ways about where it is, or isn't, appropriate to use this technology. With this in mind we would like to hear the opinions of our residents on the use of AI in general and across our Council services.

We are keen to hear from all members of the Voice of Warwickshire panel, regardless of your level of knowledge on the subject of AI, to ensure we get views from across the Warwickshire population. Understanding everyone's view is important to us.

All those completing the survey will be entered into a prize draw to win a £50 Love to Shop voucher.

This is a short survey and should take around 10 minutes to complete.

Why your views matter

The aim of this survey is to better understand our residents' knowledge of AI and opinions on the use of AI. Your responses will be used to help develop our policies and communications around AI.

Results from the survey will be shared with the Voice of Warwickshire panel members, along with feedback showing how the results will be used.

Your understanding and awareness of Artificial Intelligence (AI)

In this section we would like to know your current understanding of AI. We are keen to hear from all panel members, with varying levels of knowledge of AI.

As the survey continues, we will explain more about what AI is and how it can be used.

1. Have you heard of the term Artificial Intelligence (AI)? (select one answer)

- I have never heard of AI
- I have heard of AI but could not explain what it is
- I have heard of AI and could give a partial explanation of what it is
- I have heard of AI and could explain what it is in detail

2. Based on your current understanding of AI, please indicate if you agree or disagree with the following statements:

	Strongly disagree	Disagree	Not sure	Agree	Strongly agree
I am willing to trust AI					
AI is a technological advancement that should be embraced					
The use of AI can increase efficiency in my day to day activities					
The use of AI can increase efficiency within local government					

3. Please type one word that describes your thoughts on AI

The use of Artificial Intelligence (AI)

AI can be used to perform tasks that typically a human may have previously performed. These tasks can include classifying, counting objects, improving productivity and decision-making. AI systems can analyse data, recognise patterns, solve complex problems and automate processes.

Examples of AI include:

- Smart assistants - devices such as Amazon Alexa, Google Assist and Apple's Siri use AI to understand commands and respond to requests by setting reminders and answering questions.
- Television Recommendations - movie and show recommendations; your viewing history will be analysed to suggest content you may like.
- Search Engines - Google learns from how you use it and adjusts its responses to provide more relevant answers.
- Social Media - Facebook and Instagram. AI personalises what you see by analysing your interactions, and interests to show you relevant posts and adverts.
- Navigation Apps - Google Maps and Waze use AI to provide routes based on real time traffic data, considering road closures, accidents and traffic.
- Chatbots - some websites provide a way for people to ask questions and seek help via AI that simulates human conversation, providing automated responses and assistance
- Smart Phones / Instant Messaging - If you have a smart phone, you might use the predictive autocomplete to complete a message. Dictation also converts your speech to text in messaging. Your phone may open using Face ID.

In this section of the survey, we would like to understand your concerns with the use of AI.

4. How concerned are you about the following with regards to Artificial Intelligence (AI)? (select one response)

	Very concerned	Concerned	Neither concerned or unconcerned	Unconcerned	Very unconcerned
Cybersecurity risks/crimes or attacks carried out using the internet					
Job loss due to automation					
Loss of privacy/data					
De-skilling the workforce					
Making things 'too easy'/making us 'lazy'					
Inaccurate outcome/potential for biased results					
Disadvantaged by an outcome of an AI system					

5. Are there any other concerns you have about Artificial Intelligence (AI)?

Use of Artificial Intelligence (AI) at Warwickshire County Council (WCC) and in local government

In this section we would like to understand your thoughts on Artificial Intelligence (AI) in local government/ Warwickshire County Council.

Examples of how AI could be used include:

- Automate administrative processes such as minute taking
- Automate data analysis
- Automate email responses to common queries
- Assist with queries by use of chatbots
- Inform organisational decision making for instance managing demand in the business
- Monitor organisational security by monitoring user behaviour for suspicious activities
- Help employees perform tasks for instance summarising large documents

6. How do you feel about the use of AI in local government/ at Warwickshire County Council?

7. How confident are you that Warwickshire County Council will regulate and govern AI in the best interest of the public? (select one response)

- Not at all confident
- Slightly confident
- Not sure
- Confident
- Extremely confident

8. What would you expect to see in place at WCC to ensure trust in the use of AI? (select all that apply)

- The accuracy and reliability of a system that uses AI is continuously monitored
- An AI ethics 'code of conduct' describing where it might, or might not, be appropriate to use AI
- Systems that use AI are reviewed by an AI ethics board
- Adherence to standards that ensures the technology behind the AI is completely transparent (i.e. we have a full understanding of how the AI works)
- Other (please advise below)

Please use this space for your answer if you selected "Other" _____

9. Which of the following do you think are risks that may arise due to using AI at WCC? (Please select all that you think are risks)

- Over reliance on the decisions made by AI
- Inappropriate data use by third parties
- Reputational risks that lower trust in WCC
- Decision making becomes unclear
- Failure to deliver services
- Important decisions made by computers without human input
- Not having enough choice about when residents' data is shared
- Some people will be unable to access services and will be left behind
- New technology could take people's jobs
- New technology could be biased and lead to unfair outcomes

Please use this space if you have any further comment to make on this question

10. To what extent do you agree or disagree that AI will improve public services for residents through the following:

	Strongly disagree	Disagree	Not sure	Agree	Strongly agree
Improved efficiency (services being delivered more quickly)					
Increased innovation (working in new and creative ways)					
Improved effectiveness (better outcomes for residents)					
Reduced costs (saving money in delivering services)					
Enhanced precision and personalisation (more accurate, tailored services to meet individual needs)					
Improved decision making (using technology to supplement professional judgement)					

11. Warwickshire County Council (WCC) will keep residents and service users informed on our approach to AI and when it is used. How would you like to be informed about AI use at WCC?

Please use this space for your answer _____

12. Do you have any further comments to make on AI?

Please use this space for your answer _____

