



Empowering People, Enhancing Services: From Vision to Reality

Lancashire's Gen AI Journey

Lancashire County Council

May 2026

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Emma Burt – Mental Health Social Care Lead

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Bold Vision Aligned to Strategy

- harnessing emerging technology to transform public services at scale




Delivering the Council's Priorities

- putting people and our communities at the heart of innovation

 Better lives for all

 Economic ambition

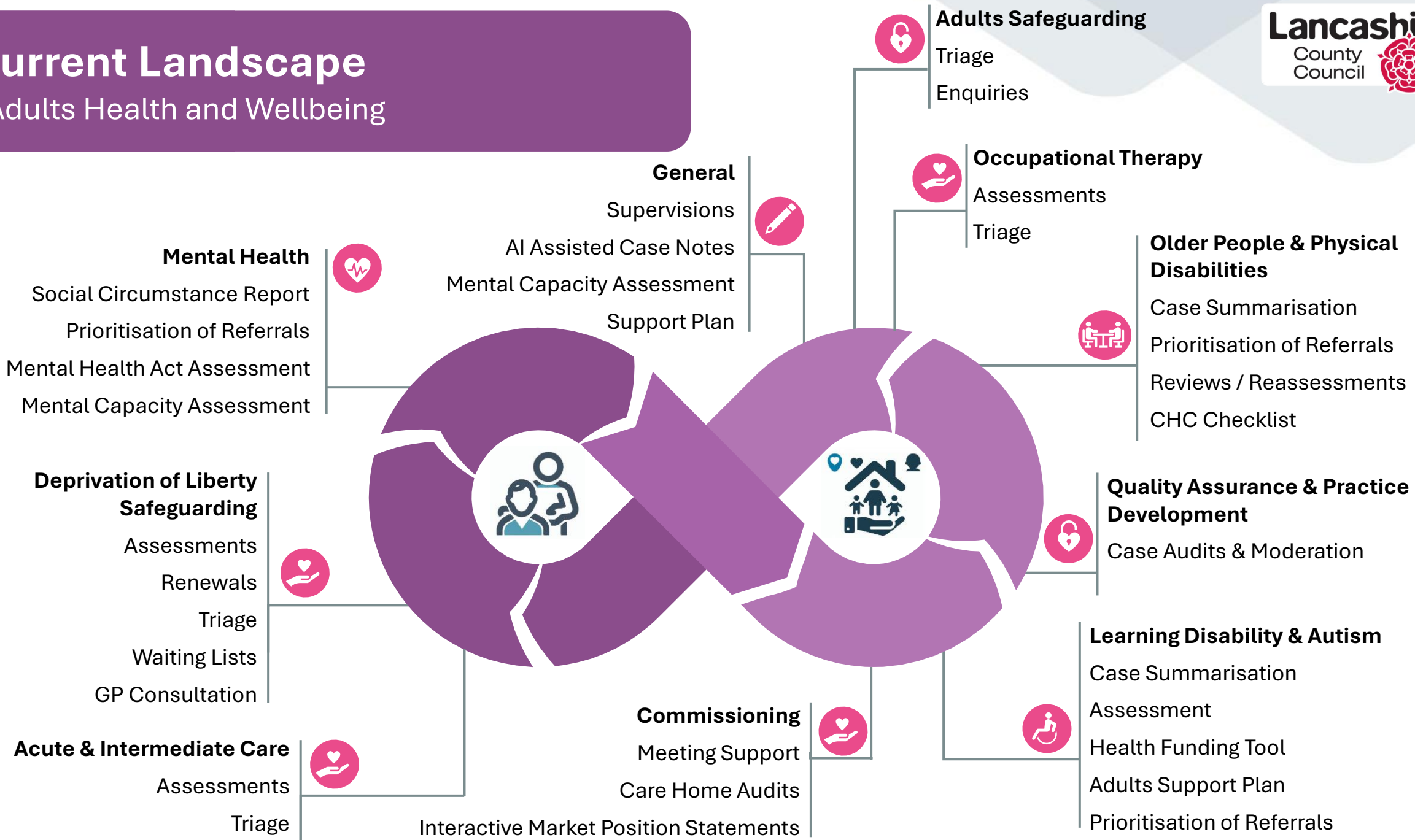
 Stronger communities

 Thinking differently



Current Landscape

- Adults Health and Wellbeing



Mental Health Spotlight

- AI-assisted Social Circumstance Reports

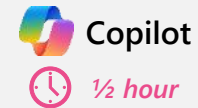
Email Received

Emma receives an email into the CMHT mailbox notifying her that a person in hospital is appealing their section, and a Social Circumstance report needs completing to produce to court.



Case Familiarisation

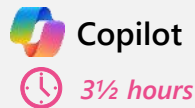
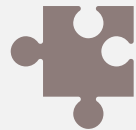
Emma reviews the information in LAS and RIO to gather a background summary of the person.



Generate a case summary of the service user using the information contained within LAS.

Complete Report

Emma uses Copilot to review her assessment notes, any previous LAS case notes, assessments and RIO notes to generate a draft Social Circumstance Report before she finalises the assessment to use in court.



Draft Social Circumstance Report using information from LAS, RIO and observation notes.

Undertake Visit

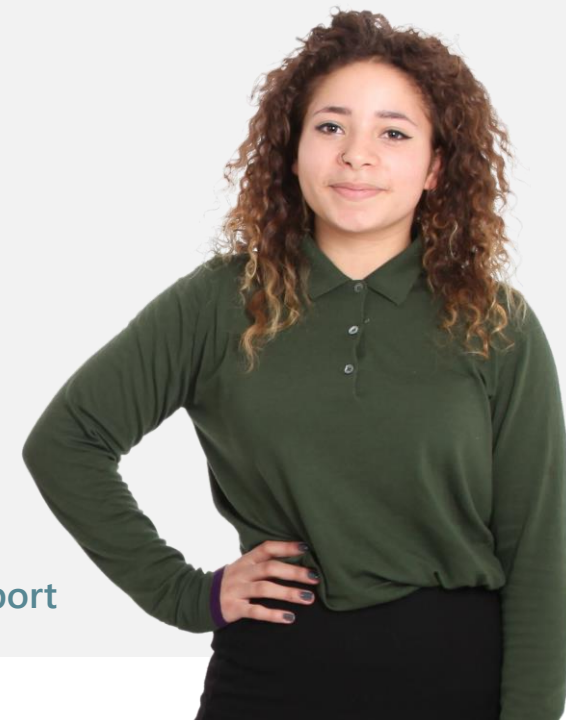
Emma undertakes a visit with the person. She then makes notes which include details of the visit.



Emma spends approximately 8 hours producing a Social Circumstance report

Emma

is an Approved Mental Health Professional



Mental Health Spotlight

- technical demonstration



Social Circumstance Report Prompt Development Team

Empowered Workforce

- driving transformation through shared vision



“
*AI has **strengthened my practice**
by cutting through my admin time*

“
*This allows us more time to
support our residents*

“
*It takes a bit of pressure off me...
it doesn't replace judgement*

Key Learning and Insights

- Keynotes, live showcases, interactive sessions

A practical, full day event combining keynotes, live showcases and interactive sessions.

This AI Expo will enable local government professionals to see, learn and experience how Lancashire is embedding AI across Children's, Adults' and Corporate services

2 June 2026 10:00 - 16:00

The Exchange, County Hall, Preston

Key Benefits

- Real examples of AI-enabled practice in complex Adults, Children's and Corporate Services.
- Clear insight into how we delivered it – our approach, methodology and guiding principles.
- Take part in a hands-on afternoon where we will be supporting teams to turn learning into clear, actionable steps.

Who should attend?

- Directors, Heads of Service and Senior Managers across Children's and Adults' Services.
- Senior Practice Professionals including Principal Social Workers and Service Managers.
- Transformation and Change teams.



Register your interest here

Scan the QR Code