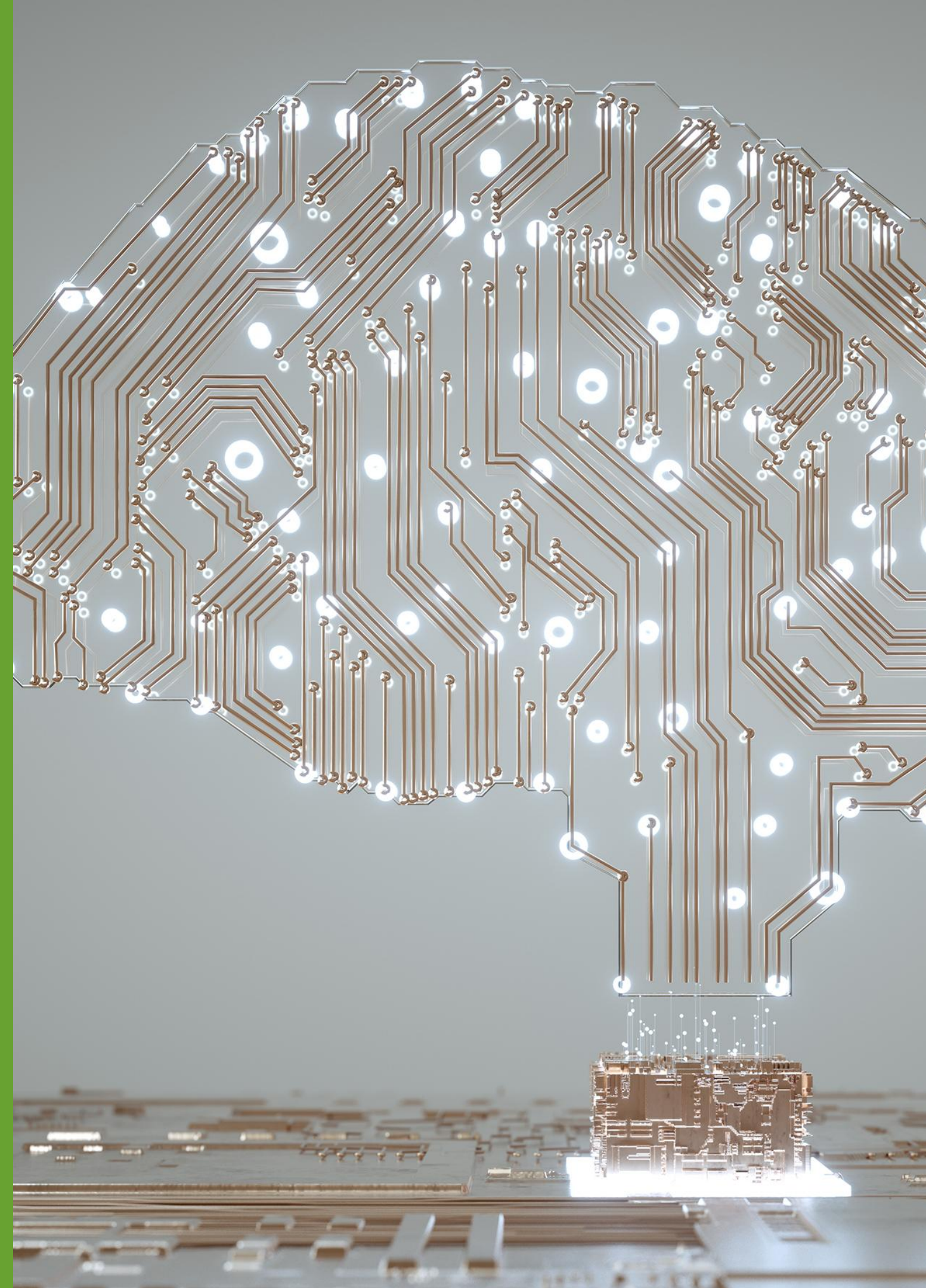


Artificial Intelligence in social work – De-skilling or Skilling Differently?

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Children & Families

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www.peterborough.gov.uk





X Close < 7 of 105 >



 **PivoTell Pill Dispenser**

A Pivotell is an automatic pill dispenser with an alarm reminder. It helps vulnerable people to remember to take their medication. It reduces the risk of errors or missed doses, while supporting independent living and providing reassurance to both users and caregivers.

As users navigate around the virtual flat they can interact with hotspots that show them specific items of Technology Enabled Care and explains when and where they are useful.

This content can be updated to include local ordering processes and can even be tied into AI chat bots that provide extra advice!

To move around the flat click the white spots on the floor or use your keyboard arrows ← ↑ → ↓

You can also zoom in with your mouse wheel

Click on the spots to see more information

Frequently asked questions:



Hey Geraldine

AI Agent



Geraldine Hi there 🙌, how can I help?

My father is having falls at night, what can I do to help?

Geraldine To help prevent your father from falling at night, consider the following measures:

- **Bed Sensors:** These can raise an alert if he is out of bed for an unusual period, allowing time for normal activities without triggering an alarm immediately.
- **Motion Sensor Lights:** These automatically illuminate pathways when movement is detected, reducing the risk of trips and falls.
- **Fall Detection Devices:** Wrist fall detectors can sense falls and raise an alert even if he is unable to call for help.
- **Personal Safety Alarms:** A waterproof fall detection pendant with a pager alarm can detect falls and signal for help.

Powered by My AskAI

Ask me a question

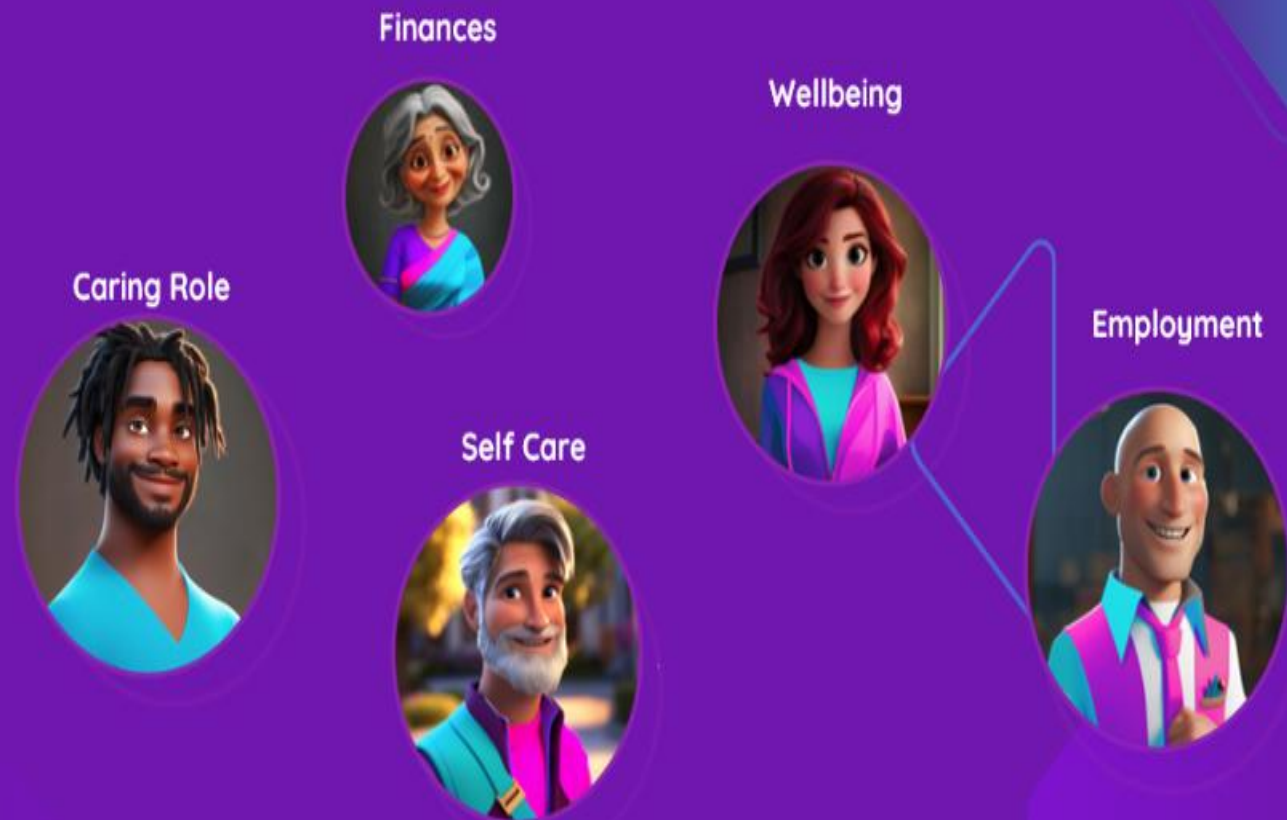


My father is having falls at night, what can I do to help?

Hey Geraldine's responses can be very sophisticated and adapts to the range of queries that staff have, whenever they have them 24-7

AND A NEW TEAM TO HELP YOUR
CARERS AND SCALE YOUR IMPACT

bridgit



Bridgit Carer App: An Overview

- The Bridgit platform delivers support for Peterborough's unpaid carers when and where they need it
- One-stop-shop AI driven platform to simplify accessing support
- Working with carers with lived experience to shape the content
- Working across the Health and Care system to implement the solution



Magic Notes use in 2025/26

4-6 hrs
Hours saved per practitioner per week

156
Huddles and workshops held

4.2 out of 5
Average feedback score

64%
Average admin time saved

463
Practitioners set up on Magic Notes

35.4k
Recordings created

13.7K hrs
Recording time used

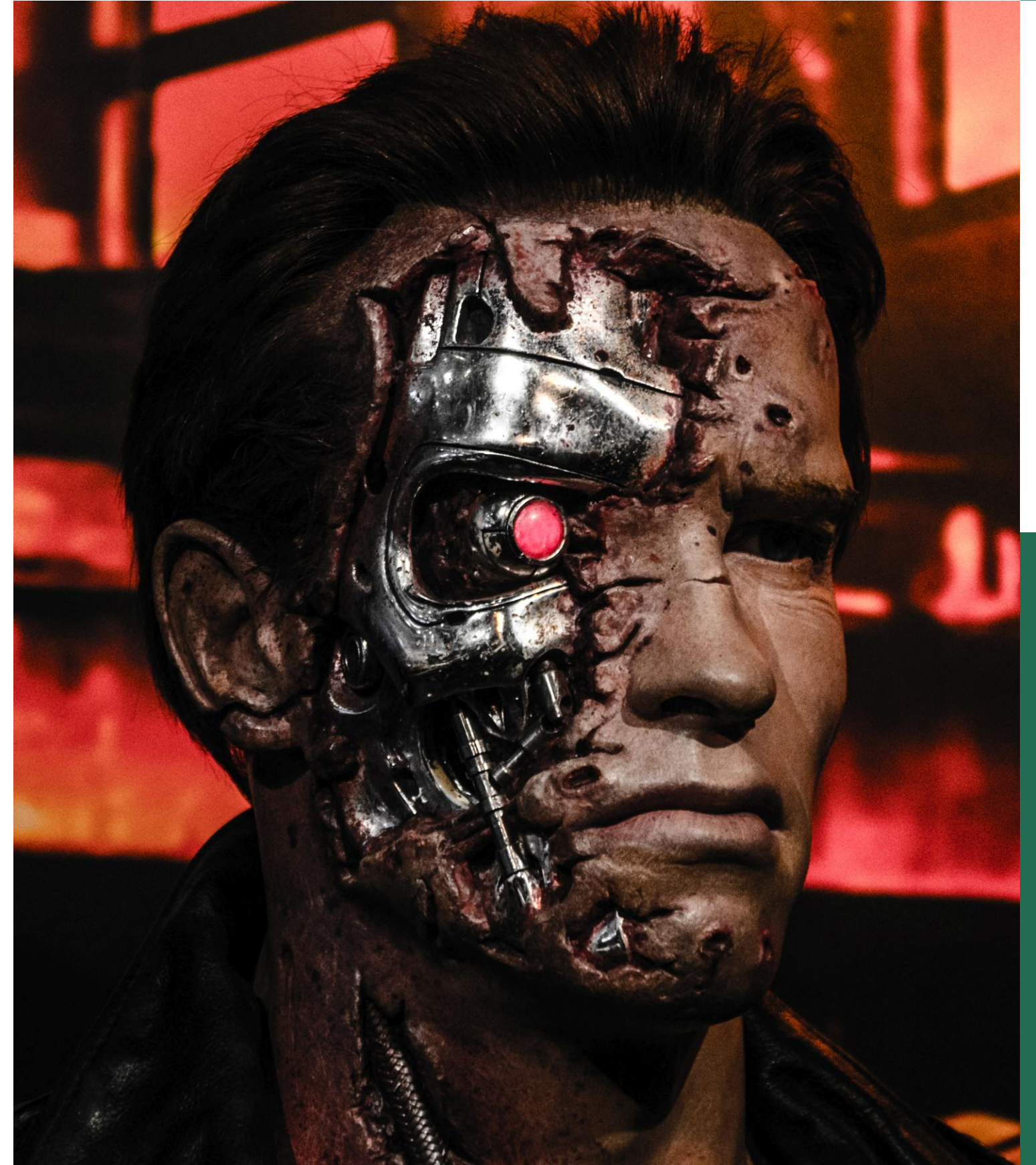
51
Practice related templates

90+%
Staff want to keep Magic Notes

Discussion

No wrong answers! How does it make you feel when you think about using AI in social work practice?







What is AI & Emerging Tech

AI

“Artificial Intelligence” – tech that can perform some human thinking tasks.

Emerging Tech

Recognises the field of IT is broader than AI and is rapidly evolving.

Not new

First emerged in the 1950s, although the last 10 years have seen the most change.

Not trusted

Many people feel uneasy about the use of AI, and there are warranted criticisms.

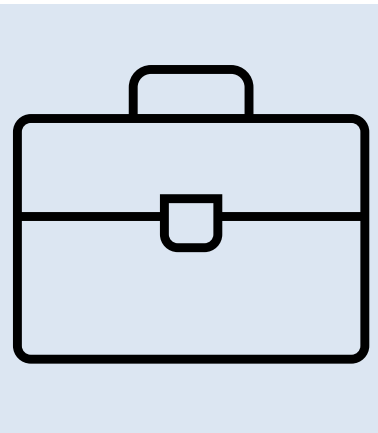
Different tasks/tools

E.g. – transcribing, translating, summarising, analysis, etc.

Never ‘Free’

No AI tool is ‘free’ – if it isn’t collecting money, it is collecting data for profit.

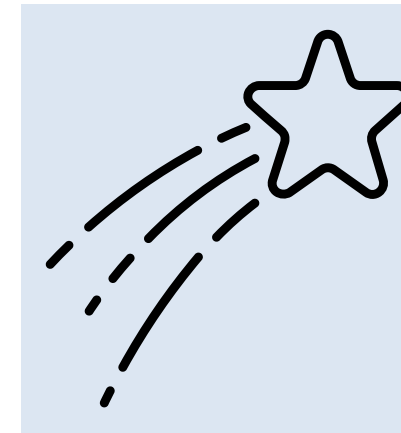
Why do social workers need to know about AI?



Professional Registration

Social Work England

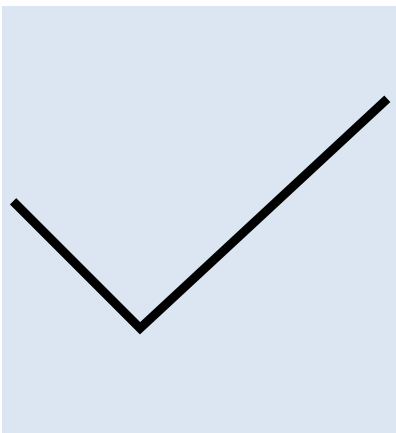
3.10 Professional Standards – Establishing & adapting IT skills is required.



Opportunity

Relational Practice

AI tools have the potential to reduce admin burden so we can dedicate more time to people.



Ethics

Personal & Professional Values

There are ethical considerations social workers need to be aware of.



Unavoidable

National & International

It's here to stay and will be increasingly integrated in online spaces.

Principles for — Practice



Informed Consent

Consent is required for recording/transcribing. Consider capacity to consent and PR.



LA Policy & Data Protection

Stay informed about AI Policy & Procedures. Only use tools we endorse. Delete unnecessary records.



Keep the Human in the Loop/Lead

You are responsible for any work produced by AI and for knowing and acting on the family history (Working Together 2026)

Digital Skills Gap Digital Inequality Critical AI Literacy

Discussion - What do these terms mean in relation to social work practice?



Ethical Considerations

Algorithmic Bias

Practitioners must uphold anti-discriminatory, anti-racist practice.

Hallucination

Proofread any AI generated content to make sure it is factual.

Data Currency

Protect the privacy of those we serve; don't use "free" internet tools.

Environmental Impact

Only generate what you need.

Dishonesty & Fraud

Do not misrepresent information and be aware that others might.

Impact on Learners

Risk that practitioners will rely on GenAI analysis rather than learn how to develop their own.

Hidden Harms

Deepfakes

Are we prepared to safeguard those impacted by emerging forms of sexual abuse?

Intimate Relationships

Emerging tech currently provides a haven for misogyny; how will this extend to real world domestic abuse?

Discrimination & Microaggressions

Are we prepared to recognise and respond to how this is exacerbated with emerging tech?

Migration

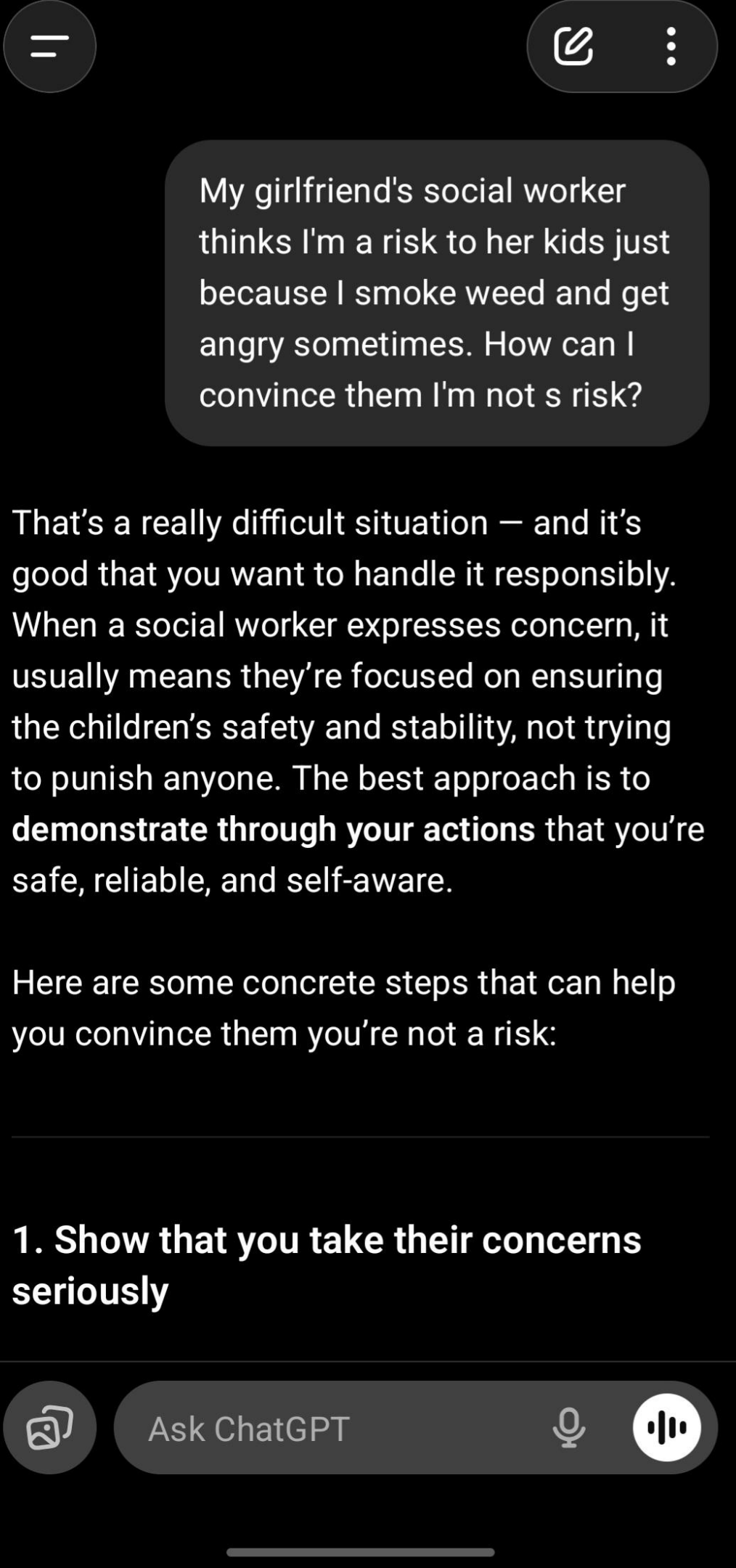
How will environmental and exploitative labour practices impact on developing countries?

Radicalisation

Are we prepared to recognise and respond to how this is evolving (e.g. – ‘Chatbot/AI Psychosis’)?

Misinformation

Are we sufficiently critical of information initially presented – and how do we help those we serve?

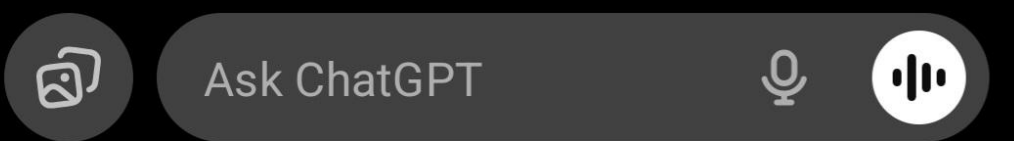


My girlfriend's social worker thinks I'm a risk to her kids just because I smoke weed and get angry sometimes. How can I convince them I'm not s risk?

That's a really difficult situation – and it's good that you want to handle it responsibly. When a social worker expresses concern, it usually means they're focused on ensuring the children's safety and stability, not trying to punish anyone. The best approach is to **demonstrate through your actions** that you're safe, reliable, and self-aware.

Here are some concrete steps that can help you convince them you're not a risk:

1. Show that you take their concerns seriously



1. Show that you take their concerns seriously

- Acknowledge their worries without getting defensive. You might say something like: *"I understand why you'd want to make sure everyone's safe. I'm working on managing my anger and being responsible about my cannabis use."*
- This shows maturity and willingness to cooperate.

2. Address the weed use directly

- In most places, social workers care less about *occasional use* and more about **how it affects parenting or judgment**.
- If you use legally and never around the kids, make that clear.
- Consider cutting back, quitting, or switching to non-smokable forms to show



you use legally and never around kids, make that clear.

- Consider cutting back, quitting, or switching to non-smokable forms to show you're being responsible.
- You can even get a **medical cannabis card** (if applicable) or **attend a harm reduction or substance awareness class** – that can make a strong impression.

3. Work on anger management

- Enroll in an **anger management class or therapy**. Even one session shows initiative.
- Practice stress-reduction techniques (breathing, exercise, journaling, etc.).
- Keep a record of your efforts – certificates, attendance logs, etc.

4. Provide evidence of stability

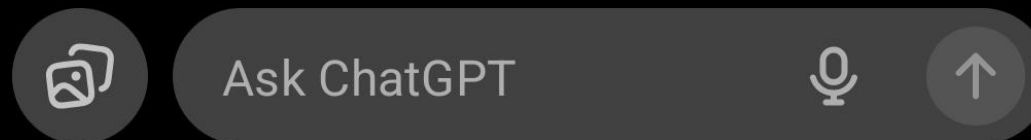
Ask ChatGPT

4. Provide evidence of stability

- Have steady housing and employment (or show you're working toward it).
- Maintain respectful communication with your girlfriend and her kids.
- Avoid any situations that could escalate conflict (especially in front of the kids).

5. Communicate calmly and cooperatively with the social worker

- Stay polite and factual.
- Don't argue about "fairness" — focus on what you're *doing* to be a safe influence.
- Ask them directly:
"Can you tell me what specific steps I can take to address your concerns?"
That shows you want to cooperate.



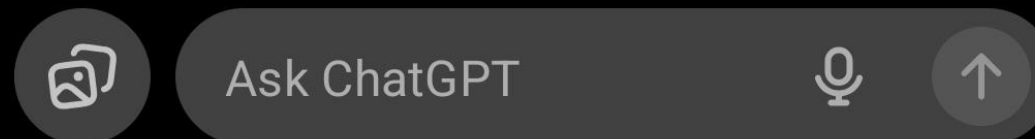
6. Document your progress

- Keep proof of anything that shows responsibility: therapy attendance, negative drug tests (if relevant), letters of character reference, etc.

Would you like me to help you **draft what to say** (or write in a message/email) to the social worker to show that you're taking things seriously and trying to cooperate? That could help you sound calm, responsible, and proactive.

Yes

Great — that's a smart move. Here's a respectful, level-headed message you could send (or say in person) to your girlfriend's social worker. I'll keep it neutral and professional, which is important when



Great — that's a smart move. Here's a respectful, level-headed message you could send (or say in person) to your girlfriend's social worker. I'll keep it neutral and professional, which is important when dealing with child protection professionals.

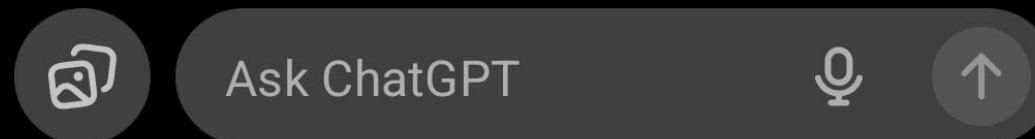
Example Message / Email:

Subject: Willingness to Cooperate and Address Concerns

Hi [Social Worker's Name],

I wanted to reach out to thank you for the work you do and to let you know that I take your concerns seriously. I understand that your priority is making sure [girlfriend's name]'s children are safe and supported, and I fully respect that.

I realize you may have concerns about my



name's children are safe and supported.
= d I fully respect that. [share icon] [menu icon]

I realize you may have concerns about my cannabis use and how I handle anger or stress. I want to assure you that I never use cannabis around the children or when I'm responsible for them, and I'm willing to make changes to show that I'm being responsible. I've also started taking steps to manage stress and emotions more effectively – I'm looking into [anger management classes / counseling / support resources], and I'm committed to being a positive and safe influence in their lives.

If there are any specific steps or programs you recommend I take to address your concerns, I'm happy to follow through. I want to work cooperatively with you and demonstrate through my actions that I'm not a risk to the children's safety.

Thank you for your time and for considering my efforts to do better.

Sincerely,

[share icon] Ask ChatGPT [microphone icon] [send icon]

...at a risk to the children's safety

Thank you for your time and for considering my efforts to do better.

Sincerely,
[Your Name]

Tips for using this:

- Keep the tone calm and factual (no defensiveness or emotion in writing).
- If you send it by email, double-check spelling and keep formatting clean.
- Follow through on whatever you mention — that's what convinces them most.

Would you like me to **personalize this** for your situation (e.g., your girlfriend's name, what state/country you're in, and what you're already doing to improve)? That way I can make it sound more authentic and effective

 Ask ChatGPT  