Hackney's Journey to AI & Automation

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Transitioning from tactical workarounds to an enterprise automation capability that drives speed, compliance, and frontline capacity.

Previous Attempts & Tactical Pitfalls

Spreadsheet Over-Reliance

Massive Google Sheets used as makeshift databases, causing crashes and sync lag.

Severe risks of accidental data deletion in high-stakes case triage.

Disparate Data Silos

Records scattered across personal inboxes, individual drives, and local dashboards.

High-friction statutory FOI bundles and delayed inspection reporting.

Brittle Integrations

Tactical point solutions without central IT governance or resilient bot maintenance.

Single-person dependencies risking operational continuity.

What We Do Differently Today

Process Before Code

Never automate a broken manual process.

Mandatory 4-week service discovery

Enterprise Governance

Central CoE with standard security protocols.

Shared oversight across IT & Finance

Partner Acceleration

Delivery partnership with specialist EAS.

Insulates internal teams from burnout

2. CURRENT POSITION

Where Are We Now in 2026?

Live

Proven PoCs Across Frontline Services

Validated with operational directors

EAS Strategic Delivery Route — ACTIVE

Specialist partner model approved to safeguard IHMS core project capacity.

AppSheet & EDMS Bridge — DEPLOYED

Tenancy sustainment & ASB intake deployed for October 2026 DAHA audit.

Council-Wide Pipeline Mobilised — IN DISCOVERY

Multi-directorate process qualification underway across Housing, Finance, and HR.

2. CURRENT POSITION

Proven Proof-of-Concept Results

FINANCE

Credit Control

-30d

Debtor cycle cut (120 → 90 days)

Accelerated income collection cycle.

BENEFITS

Here to Help

48h

Full DWP directive compliance

£20k annual savings in crisis fund.

LEASEHOLD

Section 20b Charges

£6M+

Revenue recovery unlocked

Zero overtime payments needed.

3. STRATEGIC ROLLOUT

From Pilot to Council-Wide Adoption

PHASE 01 • NOW

Foundation

4-week discovery workshops.

Prioritised process qualification.

PHASE 02 • MONTHS 2–3

First Live Bots

Deploy 2–3 high-priority bots.

Evidence immediate cashable ROI.

PHASE 03 • MONTHS 4–9

Scale Up

Expand cross-directorate delivery.

Stand up shared Centre of Excellence.

PHASE 04 • MONTHS 10–36

Embedded AI

GenAI and document intelligence.

Autonomous resident triage.

3. DELIVERY MODEL

Governed Delivery with EAS

STRATEGIC PARTNERSHIP

Endpoint Automation Services (EAS)

EAS acts as our expert delivery engine—providing technical architecture, rapid development, and capability transfer to internal council teams.

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Central Centre of Excellence (CoE)
Shared ownership between IT, Finance, and service directors prevents silos.

No Single-Person Risk
Documented code repositories and automated exception management.

Capacity, Not Redundancy
Frees officers from swivel-chair entry to focus on high-touch resident support.

4. MEASURABLE BENEFITS

Delivering Real Value for Hackney

STAFF CAPACITY

Frontline Focus

60–80%

Time saved on routine data handling.

Eliminates overtime and staff burnout.

SPEED & QUALITY

Resident Agility

24/7

Continuous processing without backlogs.

99%+ accuracy and complete audit trails.

FINANCIAL STEWARDSHIP

Rapid Return

<12 Mo

Full return on automation investment.

Millions in protected revenue recovered.

THE NEXT STEPS

Mobilising Hackney's Automation Future

Three concrete actions to scale across departments.

Questions & Discussion

01. SPONSORS

Confirm Sponsors

Appoint senior service leads across directorates.

02. DISCOVERY

Schedule Surgeries

Run discovery workshops to prioritize next processes.

03. CO-DELIVERY

Build with EAS

Execute delivery pipeline with expert technical support.

Hackney

Thank you