

Moving beyond fear to embrace AI-driven public services

Navigating the Path to Public Sector Transformation



1 The AI Trust Gap

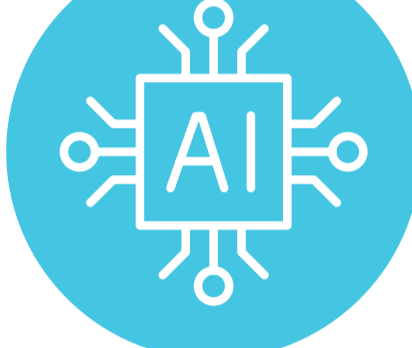
Budget isn't the barrier—trust is. Public sector leaders see AI's potential but hesitate due to legitimate concerns about bias, transparency, and accountability.



Only **1 in 5** organisations have deployed autonomous AI at scale.



61% trust AI decisions, but only 14% feel very comfortable with them.



74% of AI frameworks lack clear accountability, and only 26% are “very clear”



Just **17%** are extremely confident in AI outputs, but this rises to 59% after full deployment.

2 What's Holding Back AI Adoption?

The Quantitative Breakdown

31%

Technology Integration Challenges

30%

Cultural Resistance

25%

Skills & Talent Gaps

9%

Lack of Clear Governance

6%

Budget Constraints

Top Trust Concerns

Only **27%** of public sector bodies invest in AI upskilling—yet cultural readiness is essential for transformation.

50%

Bias or unfair treatment

43%

Lack of transparency/black-box algorithms

36%

Inaccurate or unreliable results

3 From Fear to Confidence: The Proven Path Forward

Stage 1

Build Trust Through Governance:

Establish accountability frameworks, implement Explainable AI (XAI), and define human-in-the-loop oversight.

Stage 2

Start Strategic & Small:

Pilot in low-risk areas first and establish dedicated AI innovation teams.

Stage 3

Scale with Confidence:

Focus on multi-agent collaboration (68%) and edge AI (70% priority).

Experience builds trust:

Organisations with full AI deployment report 3x higher confidence in outputs.

4 AI in Action Case Studies

Workforce Upskilling

HMRC

Expanded Digital Academy:

- 80,000 courses delivered
- 7,000+ staff took AI modules.

Enhancing Citizen Experience

Electrolux

- 400 less calls.
- 0 live agent escalations.
- 30% improved staff efficiency.

Emergency & Healthcare

- AI-Powered Emergency Triage:
- 98.8% accuracy.
- 60% reduction non-emergency call times.

5 The Strategic Framework

Three Pillars for Safe, Scalable AI Transformation

People

Cultivate psychological safety, invest in literacy, and augment human expertise.

Partners

Use strategic partners to bridge technical depth, ethics, and integration gaps.

Platforms

Hybrid architecture (72% priority); secure and well-governed data foundations.

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