

Turning AI ambition into better public services

Local authorities must deliver more responsive, efficient services within constrained budgets and resources. Our research suggests AI can help bridge that gap, but success depends on practical implementation, workforce readiness, strong governance and measurable outcomes rather than pilots.

**65%**

Nearly two-thirds of leaders cite resource constraints as a barrier to implementation.

What this means

Delivery is the barrier, not intent.

**48%**

Almost half say skills and capacity gaps are slowing AI adoption.

What this means

Workforce readiness is now a strategic priority.

**61%**

More than six in ten expect AI to significantly reshape workforce roles.

What this means

AI delivers most value when linked to wider transformation.



5 leadership questions to ask now

1. Which services could benefit most from AI today?
2. Do staff have the confidence and skills to use AI effectively?
3. Can governance frameworks be standardised across departments?
4. How can procurement support faster and safer AI adoption?
5. Are we measuring service improvements rather than technology implementation?



TLT Perspective

The next phase of public sector AI will depend on legal teams moving from oversight to enablement. By shaping governance, procurement and accountability frameworks early, legal functions can help organisations scale AI safely while supporting better public service outcomes.

[Get the full findings](#)

What we do

We help local government clients by advising on governance, procurement, automated decision-making and risk throughout the AI lifecycle. We support everything from tool evaluation and pilots to business cases, training, communications and operational deployment. **Click an option below to get in touch and learn more.**

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