



Humans + Digital Workers + AI

The Orchestrated Model for a Connected Council



Overview

Councils have already seen meaningful gains from automation, with platforms such as Blue Prism—one of the most widely adopted in local government—playing a central role in removing manual workload, improving consistency, and enabling services to handle rising demand without increasing headcount. However, persistent issues—such as delays, resident follow-ups, and manual coordination—highlight a limitation: automation has largely focused on optimising individual tasks rather than entire services.

The next opportunity lies in shifting from task-based automation to outcome-driven orchestration. Instead of treating processes as isolated steps, the Connected Council model redefines services as end-to-end flows, coordinated across systems, people, and decisions. By integrating AI for interpretation, digital workers for execution, and human oversight for governance, councils can deliver continuous, streamlined service delivery.

This approach reduces delays, prevents errors at the source, and enables parallel processing, ultimately compressing lead times and improving service stability. The result is a more efficient, responsive operating model delivering better outcomes at lower cost.



Connected Council



Where Automation Has Delivered — and Where the Next Opportunity Lies

Most councils have already automated parts of their services—and in doing so, have achieved significant cost reductions.

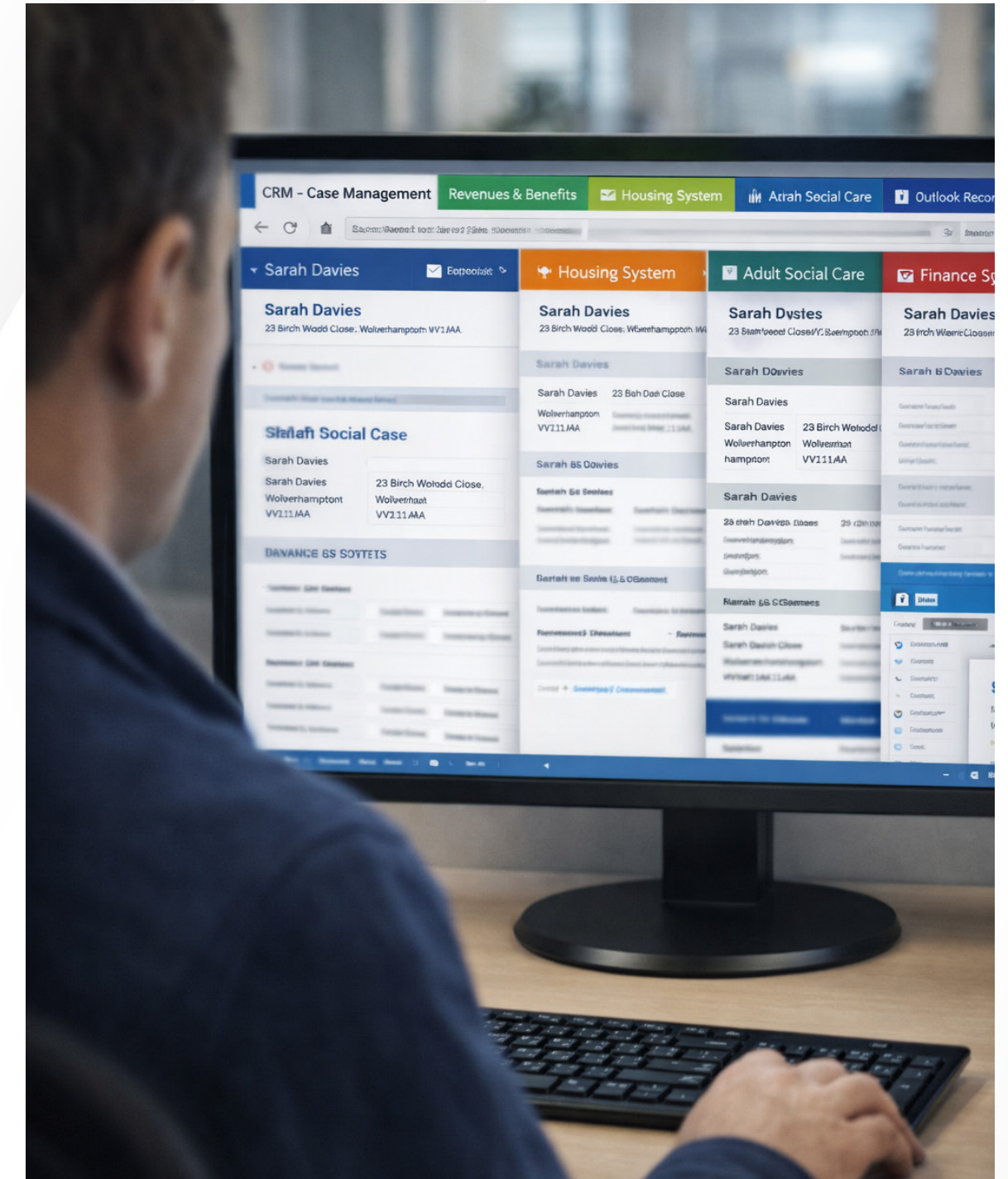
Platforms like Blue Prism, likely the most-used automation platform in local government, have delivered real, measurable value. High-volume manual work has been removed, consistency has improved, and services have been able to absorb increasing demand without simply adding more people.

That contribution matters. It has created genuine operational headroom. However, a new opportunity is now emerging.

Residents still chase updates. Cases still sit waiting. Staff are still coordinating between systems to move work forward. These are not signs that automation has failed—they are symptoms of where it has been applied and where it can now evolve further.

Historically, automation has focused on point optimisation—improving individual tasks within a wider process. That delivers value, but the next opportunity is clear: reducing lead time by changing how services operate end to end.

This is the gap the Connected Council model, developed and delivered by OAS, is designed to address.



Shifting from Tasks to Outcomes

The shift begins by changing the question. Instead of asking what task can be automated, the focus moves to what outcome is being delivered. Processing a benefit, resolving a change in circumstances, or updating a resident record are not isolated activities. They are end-to-end flows spanning multiple systems, decisions, and interactions. Once viewed this way, automation must move beyond isolated execution and into orchestration.

Platforms such as Blue Prism WorkHQ represent this next evolution—bringing together humans, digital workers, and AI within a coordinated framework designed to manage outcomes rather than tasks. Within this model, work no longer sits idle between steps. Progress becomes continuous, and services are delivered as cohesive flows rather than fragmented stages. At the same time, defects are handled at the point of entry. Missing or incorrect information is identified early and resolved before it creates downstream delay.

The system shifts from fixing problems late to preventing them early.

~~What Task Can be Automated?~~
What Outcome is Being Delivered?



How Humans, Digital Workers and AI Work Together

As councils move toward more advanced, agentic approaches, the interaction between humans, digital workers, and AI becomes critical.

These are complementary capabilities: AI interprets requests and establishes intent within defined boundaries, Digital workers execute actions across systems with consistency and Humans remain in the loop as the final decision-makers. Together, this creates a coordinated orchestrated flow:

Request → Interpret → Validate → Act → Confirm

This reduces the need for manual coordination while maintaining control. We are already applying this approach at a council, where processes such as single person discount are being redesigned into orchestrated, end-to-end outcome flows. This includes both the reactive handling of requests and the proactive identification of potential inconsistencies, with appropriate human oversight.

Contact us to find out the benefit associated with this – they easily outweigh the cost of deployment with more to come in terms housing benefit and social housing lettings.

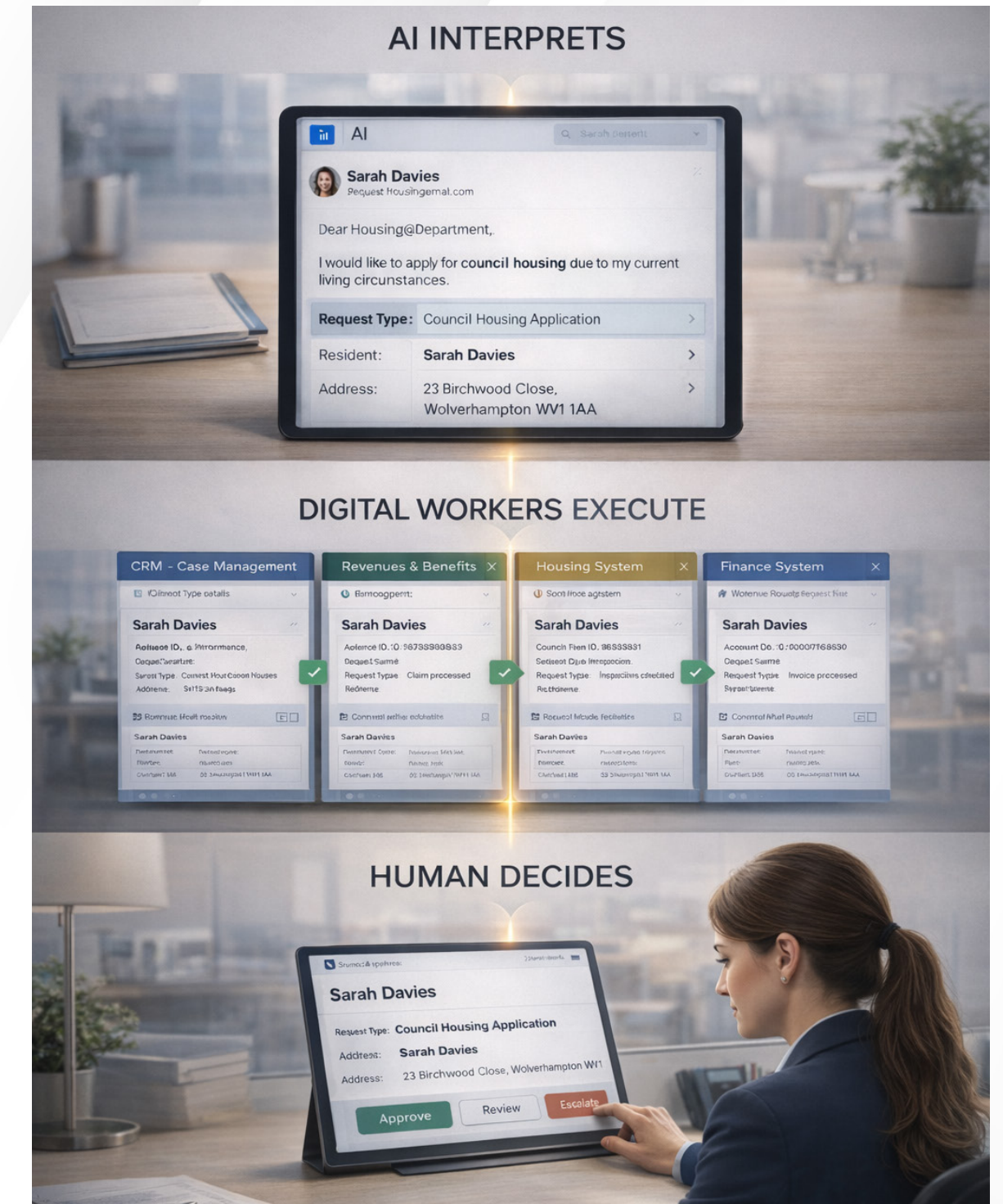


A Structured Hierarchy, Not Uncontrolled Automation

This Connected Council model is not about removing human involvement or introducing uncontrolled AI. It is about delivering outcomes at lower cost through more efficient processes. A clear hierarchy is maintained:

- Digital workers handle repeatable, rules-based execution
- AI is applied where interpretation adds value within defined limits
- Humans retain responsibility for final decisions and oversight

For example, where an inconsistency is identified, supporting data can be gathered and presented automatically, but a human remains responsible for reviewing and confirming the outcome. This ensures automation remains governed, transparent, and aligned to service accountability.



From Sequential Processing to Concurrent Flow

Traditional services are largely sequential, with each step waiting for the previous one to complete. Orchestration removes this constraint. Validation, eligibility checks, and system updates can run in parallel within a single service request. Activities no longer wait unnecessarily for one another.

The result is simple: Faster delivery without loss of control.

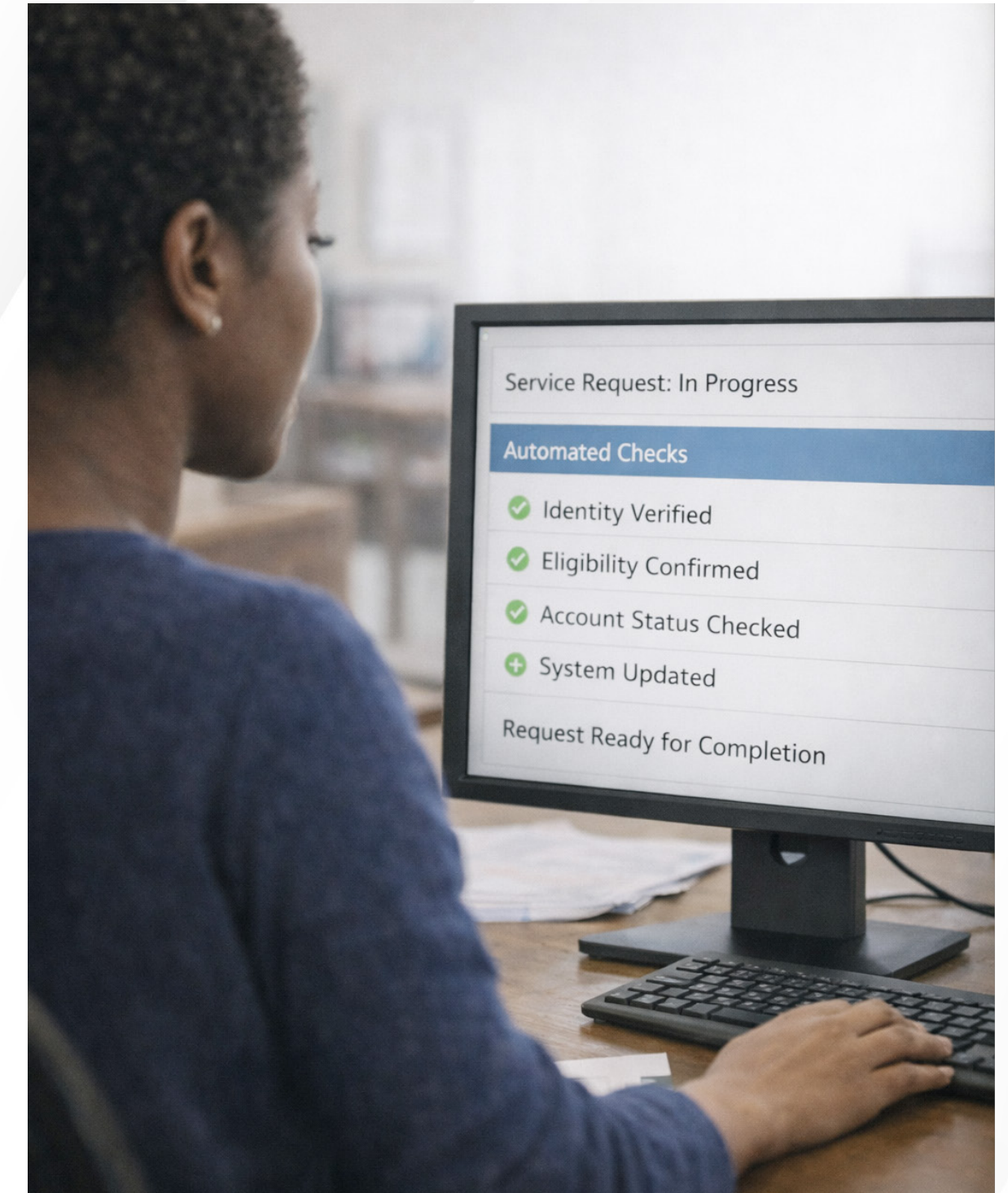
What This Means in Practice

The impact of this model is both practical and measurable:

- Reduction in work in progress as cases move continuously
- Reduction in open cases, improving control and service stability
- Compression of lead time, accelerating end-to-end delivery
- Drop in repeat contact, as residents no longer need to chase progress
- Less rework, as defects are resolved at the point of entry

This approach is already being applied to improve service flow—reducing friction, improving visibility, and stabilising delivery. As work in progress and open cases reduce, services become more predictable, more responsive, and less reliant on manual coordination.

Importantly, operating this model can generate savings that exceed the cost of development, as improvements are realised across the entire service rather than within isolated tasks.



In Summary,

Automation has already delivered meaningful value across councils, reducing manual effort and improving service capacity. However, its primary focus on individual tasks has left a gap at the service level—where delays, fragmentation, and manual coordination still persist.

The next stage of evolution is not more automation, but better coordination. By shifting to an outcome-driven, orchestrated model—where AI interprets, digital workers execute, and humans govern—services can operate as continuous, end-to-end flows rather than disconnected steps.

The result is faster delivery, fewer errors, reduced demand, and greater operational control. This is the foundation of the Connected Council: a more efficient, scalable, and sustainable way to deliver public services.



Get in touch by sending Pete an email to learn more.

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Smarter together. Not harder apart.

