

Local Authority AI 90-Day Pilot Plan

An editable delivery plan for taking one AI use case from discovery to an evidence-based scale decision.

This template is designed for one pilot only. Keep the scope narrow enough that the team can learn quickly and fix issues fast.

Use the plan below as a starting point and adapt it to your governance cycle and service context.

Pilot phases

Phase	What to do
Weeks 1–2 Define	Confirm the problem, owner, scope, residents or staff involved, success measures, baseline and exclusions.
Weeks 3–4 Assure	Complete DPIA screening, security review, procurement checks, accessibility review, and service design for human escalation.
Weeks 5–6 Configure	Prepare data or content sources, configure the tool, define prompts or workflows, and produce user guidance.
Weeks 7–8 Test	Run controlled testing with real scenarios, edge cases and failure modes. Adjust based on feedback.
Weeks 9–10 Pilot live	Launch to a limited audience or team. Monitor quality, staff confidence, user feedback and exceptions weekly.
Weeks 11–12 Evaluate	Compare against baseline, review assurance findings, decide whether to stop, improve, extend or scale.

Roles and named owners

Field	Notes / your answer
Senior responsible owner	Who is accountable for the pilot overall?
Service owner	Who owns the service process being changed?
Operational lead	Who runs day-to-day delivery?
Digital / product lead	Who manages solution design and iteration?
Information governance lead	Who signs off DPIA and data controls?
Security / architecture lead	Who signs off technical controls?
Commercial / procurement lead	Who manages supplier and contract issues?
Performance / insight lead	Who tracks benefits and risks?

Measures and review points

Field	Notes / your answer
Resident measures	Examples: first-contact resolution, time to next step, satisfaction, channel shift, accessibility feedback.
Staff measures	Examples: minutes saved per case, reduced rework, reduced backlog, confidence in outputs.
Risk measures	Examples: unsafe outputs, escalation rate, complaints, hallucination rate, data incidents.
Decision measures	What evidence is needed to continue, pause, redesign or stop?

Risk log

Risk	Likelihood	Impact	Mitigation	Owner	Status

Closing reminders

Do not treat a pilot as successful only because the technology worked. Success means the service, the governance and the operating model worked together.

At the end of 90 days, write a short decision note: what happened, what changed, what risks emerged, and whether the case for scale is real.