



Department  
for Education

# **AI and Technology in Children's Social Care: Call for Evidence**

**Government call for evidence**

**Launch date: 9<sup>th</sup> March 2026**

**Respond by: 1<sup>st</sup> May 2026**

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## Introduction

We are running a Call for Evidence with the aim of better understanding the use of AI and Digital Technology in the delivery of Children’s Social Care provision by Local Authorities.

We currently have limited information on how AI and Digital Technologies are being used in practice. To help central government understand how to better support this work, we want to learn how and where these tools are being used, what impact they are having, and the barriers Local Authorities face in implementing new Technologies.

For this call for evidence we are using the definition of Artificial Intelligence used in the [Artificial Intelligence Playbook for the UK Government \(HTML\) - GOV.UK](#), this could include General Generative AI, Transcription tools, AI assistants, chat bots, Co-Pilots etc.:

“An AI system is a machine-based system that, for explicit or implicit objectives, infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments. Different AI systems vary in their levels of autonomy and adaptiveness after deployment.”

When we refer to Digital Technologies, we are referring to the wider digital tools and technologies available to Social Workers beyond the core Case Management System. This could include: storyteller apps, Child/families voice capturing tools, etc.

N.B. – There is a question on ‘Single Views’ (digital tools/services that brings together data on an individual from a number of sources/services) at the end of this Call for Evidence.

## Who this is for

- Local Authorities Children’s Social Care Services
- Organisations providing frontline Children’s Social Care Services

## Enquiries

If your enquiry is related to the policy content of the consultation you can contact the team via email:

[CSCAI.consultation@education.gov.uk](mailto:CSCAI.consultation@education.gov.uk)

If your enquiry is related to the DfE e-consultation website or the consultation process in general, you can contact the DfE Ministerial and Public Communications Division by email: [coordinator.consultations@education.gov.uk](mailto:coordinator.consultations@education.gov.uk), telephone: 0370 000 2288 or via the [DfE Contact us page](#).

## Additional copies

Additional copies are available electronically and can be downloaded from [GOV.UK DfE consultations](#).

## The response

The results of the consultation and the department's response will be [published on GOV.UK](#) in Summer 2026

## Respond online

To help us analyse the responses please use the online system wherever possible. Visit [DfE consultations on GOV.UK](#) to submit your response.

## Other ways to respond

If for exceptional reasons, you are unable to use the online system, for example because you use specialist accessibility software that is not compatible with the system, you may request an alternative format of the form.

### By email

- [CSCAI.consultation@education.gov.uk](mailto:CSCAI.consultation@education.gov.uk)

## Deadline

The consultation closes on 1<sup>st</sup> May 2026

## Personal/Local Authority/Organisation Details

- What is your name?
- What is your email address?
- Are you responding on behalf of a Local Authority or other Social Care organisation?
- What is the name of your organisation?
- How would you describe your current role?
- Do you consent to being contacted by DfE to discuss AI and Digital Technology in Children's Social Care in your Local Authority/organisation further?
  - Yes / No

## Externally developed AI/Digital Tech Tools

The first section of this Call for Evidence is focused on the AI tools and Digital Technologies that Local Authorities/Social Care providers are using that have been purchased or procured from external vendors (i.e. 'the Market'):

1. Are you or your Local Authority or Social Care Organisation using any externally developed/procured Artificial Intelligence or Digital Technology tools to support frontline practice with children & families?
  - [Yes/No]
2. If so, what tools? (please include details of the type of tool(s) and the provider(s))
3. What impact have these tools had in supporting you/practitioners in your Local Authority?
4. Has your organisation piloted any tools that were not then rolled out?
  - [Yes/No]
5. If yes, what was the tool and what were the reasons for not rolling out?

## Local Authority led development (excluding a Single View)

The second section of this call for evidence seeks to better understand detail on the AI and Digital Technology tools being developed by Local Authorities/Social Care Providers to support their frontline staff:

6. Has your Local Authority/organisation developed and rolled out an AI/Digital Technology tool?
  - Please describe the tool
7. How established are these tools? [choose one]
  - In pilot phase
  - Implemented
  - Fully Established
8. What resources (staff and budget) were needed to:
  - Develop the tool?
    - i. FTE
    - ii. £s
  - Implement the tool?
    - i. FTE
    - ii. £s

- Maintain the tool?
    - i. FTE
    - ii. £s
9. What impact have these tools had in supporting practitioners in your Local Authority/organisation?
10. What have been your key learnings that could help another organisation looking to do similar?
11. In addition to anything you've already mentioned, can you suggest anything else that could be done (e.g. in your LA/organisation, regionally, nationally) to help your LA?
- Develop innovative tech and roll it out in your LA?
  - Scale innovative tech developed by your LA to others?
  - Benefit from innovative tech developed by other LAs?

## Managing risks and ethics

In this section we are interested in understanding how Local Authorities/organisations are approaching managing the risks and ethics associated with implementing AI tools:

12. Prior to implementation/adoption of AI / Digital Technologies to support frontline practice, how were the benefits and risks assessed?
13. Did your Local Authority/organisation consider the ethical implications of the technology, or do any consultation ahead of implementation in practice?
- No
  - Yes – Ethical Impact Assessment
  - Yes – Consultation with Staff
  - Yes – Consultation with Citizen
  - Other (please specify).
14. How has your Local Authority guarded against some of the risks of AI generally, and in Children's Social Care services specifically?

## Implementation

We also want to understand the challenges and barriers that Local Authorities/organisation face in implementing AI in support of frontline practice, and how these barriers have been overcome:

15. What challenges/barriers have you/practitioners in your Local Authority/organisation experienced when using or attempting to use AI in frontline practice? (please provide details)
16. What has been the most important thing that your Local Authority/organisation has done to support implementation?
17. What, relating to AI and Digital Technology in Children's Social Care, would you want to see from Central Government when thinking about how AI can be safely and appropriately used to support frontline practice?
18. In addition to anything you've already mentioned, can you suggest anything else that could be done (e.g. in your LA, regionally, nationally) to help your LA benefit from AI tools.

## Evaluation of AI/Digital Tools

In this section, we are seeking to gather evidence on the evaluation of tools (both externally developed/procured and those developed by Local Authorities):

19. Are you currently evaluating, or has any evaluation been undertaken in your Local Authority of the AI and Digital Technology tools in use to support frontline staff? If so, who by?
  - No
  - Yes, currently undergoing internal evaluation
  - Yes, currently undergoing external evaluation
  - Yes, currently undergoing provider evaluation
  - Yes, completed internal evaluation
  - Yes, completed external evaluation
  - Yes, completed provider evaluation
20. If you are willing/able to share, we'd appreciate details of what this evaluation found.

## Children's Single View System

Finally, we are hoping to understand how widespread the use of 'Single Views' are in Local Authorities Children's Social Care is. By 'Single View' we mean an interface, either as part of or in addition to core Case Management Systems, that provides practitioners with a view of the child's data from across a range of services/agencies:

21. Does your organisation have a Children's Single View system in place?

- Yes, developed & live
- Yes, in development
- Intend to start development in the next 12 months
- No
- Don't know

22. If so, what data does this display to practitioners? (please select from the below):

- Children's Social Care data
- Adult's Social Care data
- Education data
- Special Educational Needs and Disabilities data
- Housing data
- Youth Justice data
- Probation data
- Police data
- Revenues and Benefits data
- Domestic abuse data
- Substance misuse services data
- CAMHS data
- Community health data
- Acute health data
- Others (please specify)

23. If possible, please share any documentation outlining the full list of data included within your single view system (e.g. Data Models, schemas, lists of data sources etc.)



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