



Using AI in Revenues and Benefits Services

A practical online training course for council Revenues and Benefits teams

When	Format	Course fees
Every Wednesday 10.00 am	60 minutes teaching 30 minutes open Q and A	£450 + VAT first person £250 + VAT second person £125 + VAT each additional person

Explore ChatGPT, Claude, Perplexity, Gemini, NotebookLM and other practical AI tools in a safe local authority context.

Learn how to save time, improve consistency and strengthen resident support, without losing professional judgement, accountability or good governance.

Course overview

This programme is designed for Heads of Service, team leaders, system administrators, performance and policy leads, quality officers, contact centre staff and front line officers working across Revenues and Benefits.

Each weekly session combines practical teaching, live demonstration and discussion. The emphasis is on realistic council use cases, with examples that participants can adapt in their own service.

Participants will learn to:

- write clearer reports, briefings and committee papers in plain English
- draft letters, emails and decision notices that are accurate, consistent and tone appropriate
- manage workload, prioritisation and quality checking more effectively
- analyse data and turn caseload information into useful insight
- reduce repeat contact, avoidable revisions and appeals risk
- apply practical guardrails for information security and governance

Tools and approaches covered:

- ChatGPT for drafting, summarising and structured prompting
- Claude for longer documents, analysis and careful rewriting
- Perplexity for research support and source based exploration
- Gemini for workspace adjacent productivity and drafting tasks
- NotebookLM for document sets, briefing packs and evidence review
- other supporting AI tools for organisation, note taking and quality assurance

Why this course matters

Productivity

AI can help reduce drafting time, manage workload and support faster handling of routine tasks.

Consistency

Shared prompts and better templates can improve the clarity and quality of communication across the service.

Governance

The course focuses on safe use, clear guardrails and the importance of verification and accountability.

Detailed syllabus

Ten practical sessions, each followed by open Q and A.

Session	Focus
1. Introduction to AI in Revenues and Benefits Services	What generative AI is, where it helps, where caution is needed, and how different tools compare in a council setting.
2. Prompting for better outputs	How to write stronger prompts, set context, audience and constraints, and get clearer and more reliable responses.
3. Reports, briefings and committee papers	Using AI to turn notes, policy material and technical content into structured professional drafting.
4. Letters, emails and resident communication	Drafting clearer resident focused communications while maintaining accuracy, empathy and consistency.
5. Contact handling and casework support	Scripts, prompts, checklists and officer support tools for faster and more consistent enquiry handling.
6. Workload management and quality checking	Prioritising tasks, creating action lists, checking drafting quality and identifying missing points or unclear reasoning.
7. Data, trends and performance insight	Working with spreadsheets, caseload summaries and narrative reporting to spot patterns and produce useful management intelligence.
8. Take up campaigns and targeted messaging	Audience segmentation, take up ideas, campaign wording and tailored messages for different resident groups.
9. Governance, information security and guardrails	Safe use, data protection, confidentiality, hallucinations, bias, auditability and internal control principles.
10. Embedding AI in the team	How to introduce AI sensibly, identify quick wins, create shared templates and build an implementation plan.

Who should attend

- Heads of Service
- Revenues managers
- Benefits managers
- Team leaders
- System administrators
- Policy and performance leads
- Quality assurance officers
- Front line officers
- Contact centre staff
- Officers supporting communication or campaign work
- Staff interested in practical safe use of AI

Booking and contact

Course fees

£450 + VAT for one person

£250 + VAT for a second person from the same organisation

£125 + VAT for each additional person

Register your interest

info@visionarynetwork.co.uk

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