

AI STRATEGY, ADOPTION & IMPLEMENTATION SERVICE DEFINITION

1. Introduction

- Shaw Consulting supports Housing Associations, Care Providers, Local Authorities, and NHS organisations in adopting AI safely and effectively.
- Our approach addresses compliance pressures, budget constraints, and rising expectations, supported by sector-specific AI insights.

2. Our Service

- **Scope:** AI strategy, readiness, roadmap, pilots, and implementation.
- **Applicability:** Suitable for organisations starting AI adoption or scaling existing initiatives.
- **Coverage:** Data, governance, automation, predictive analytics, customer experience, workforce change.
- **Compliance:** Aligns with GDPR, NHS DSP Toolkit, emerging AI regulations e.g. ISO42001, and public-sector standards.

3. Key Features

- AI readiness and maturity assessment.
- Strategic AI roadmap development.
- Prioritised use-case identification.
- Data and integration foundations.
- Governance and ethical AI frameworks.
- Proof-of-concept and pilot delivery.
- Full-scale implementation support.
- Workforce change and capability building.

4. Benefits

- Greater operational efficiency through automation and prediction.
- Enhanced tenant, patient, and citizen experience.
- Strong compliance and reduced organisational risk.
- Better financial outcomes and value for money.
- Increased workforce productivity and reduced manual effort.
- Strategically informed decision-making via analytics.
- Improved housing safety through predictive maintenance.

5. Requirements and Change Process

- Mobilisation via discovery workshops.
- Governance structure for safe AI adoption.
- Stakeholder engagement and cultural enablement.
- Integration with existing digital programmes.

6. Deliverables Tracking

- Milestone tracking and dashboard reporting.
- AI policies, roadmaps, and risk registers.
- Benefit tracking aligned to sector goals.

7. Performance Management

- KPIs aligned to efficiency, satisfaction, risk, and ROI.
- Executive reviews and steering groups.
- Measured benefits realisation.

8. Pricing

- SFIA-aligned rates.
- Fixed-price discovery and roadmap packages.
- Scalable implementation pricing.

9. Added Value

- Knowledge transfer and AI capability uplift.
- Sector-specific insight from Housing, Care, NHS, and Local Authorities.
- Ethical, inclusive, and sustainable AI adoption.
- Social value alignment and long-term strategic impact.