

AI-Powered Citizen Chat and Knowledge Assist

La Fosse Capability

Providing consistent, accessible and scalable AI-enabled citizen support

La Fosse designs and implements AI-powered conversational services that support citizens and staff with timely, accurate information. We deliver compliant natural-language interfaces integrated with knowledge bases and case systems, with clear escalation to human support. Our approach improves responsiveness and consistency while embedding governance, accessibility and responsible-AI controls.

Conversational AI design

Natural-language interfaces for citizen and staff enquiries

Knowledge integration

Secure connection to trusted content and service data

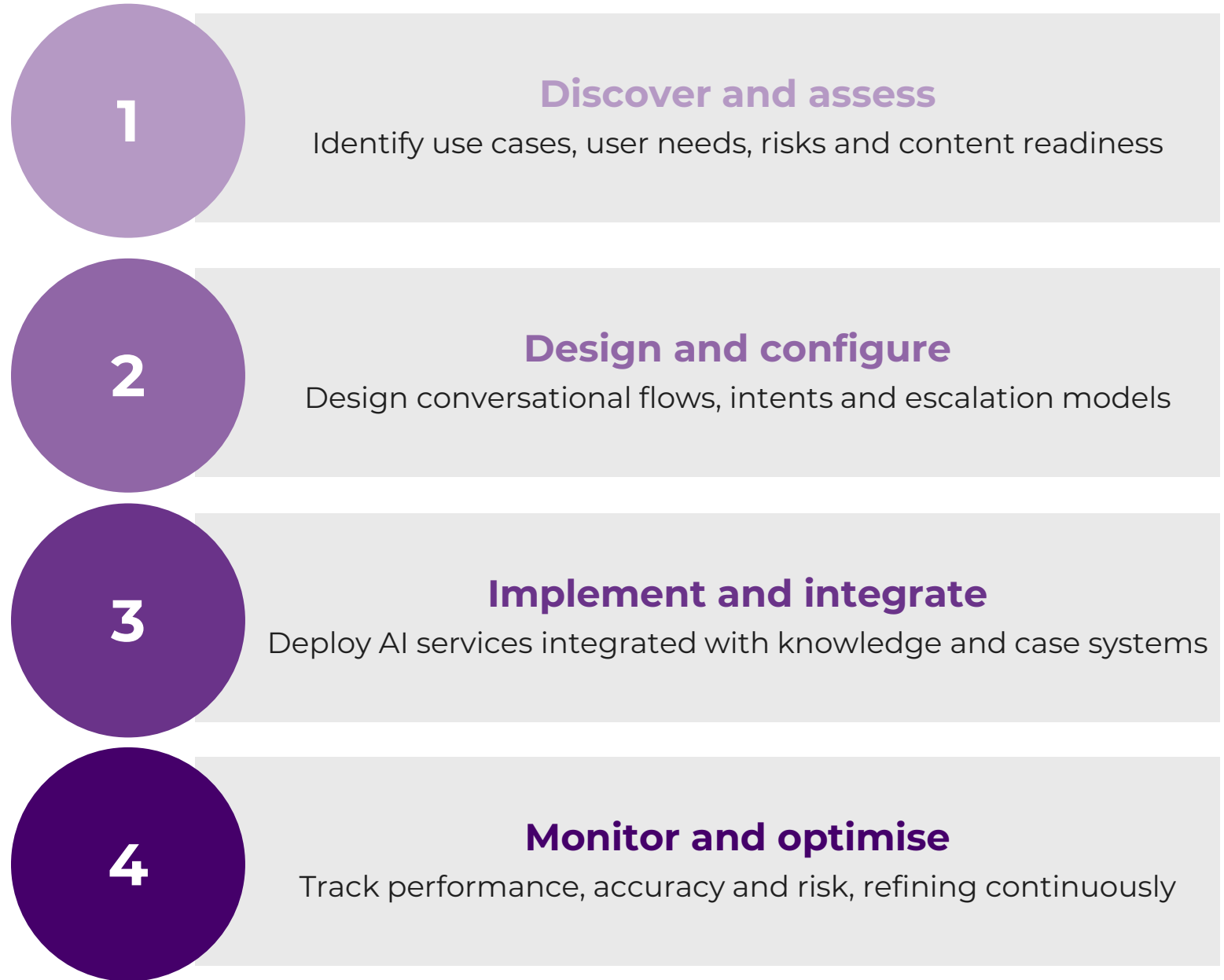
Human-in-the-loop escalation

Controlled handover to advisors for complex queries

Responsible AI governance

Transparency, accessibility and bias monitoring controls

- **AI chatbot and virtual assistant design**
- **Knowledge base integration and tuning**
- **Accessibility and responsible-AI controls**
- **Operational monitoring and optimisation**



Delivering positive, lasting impact beyond project outcomes

We're an employee-owned business that believes transformation should empower people as much as technology. Every engagement builds confidence, inclusivity, and self-sufficiency within client teams.

Sustainability and climate

Eco-conscious operations, reduced travel, digital-first engagement, social sustainability through charitable partnerships.

Inclusion and opportunity

Diverse delivery teams, fair pay, early-career pathways via La Fosse Academy.

Wellbeing, culture and communities

Consultant communities, prioritising mental and physical wellbeing, transparency and healthy working practices.

A woman with dark hair in a ponytail is seen from behind, looking out a train window. The background is blurred, showing other passengers and the interior of the train. The entire image has a purple overlay.

Thank you