



# The Agentic Unitary

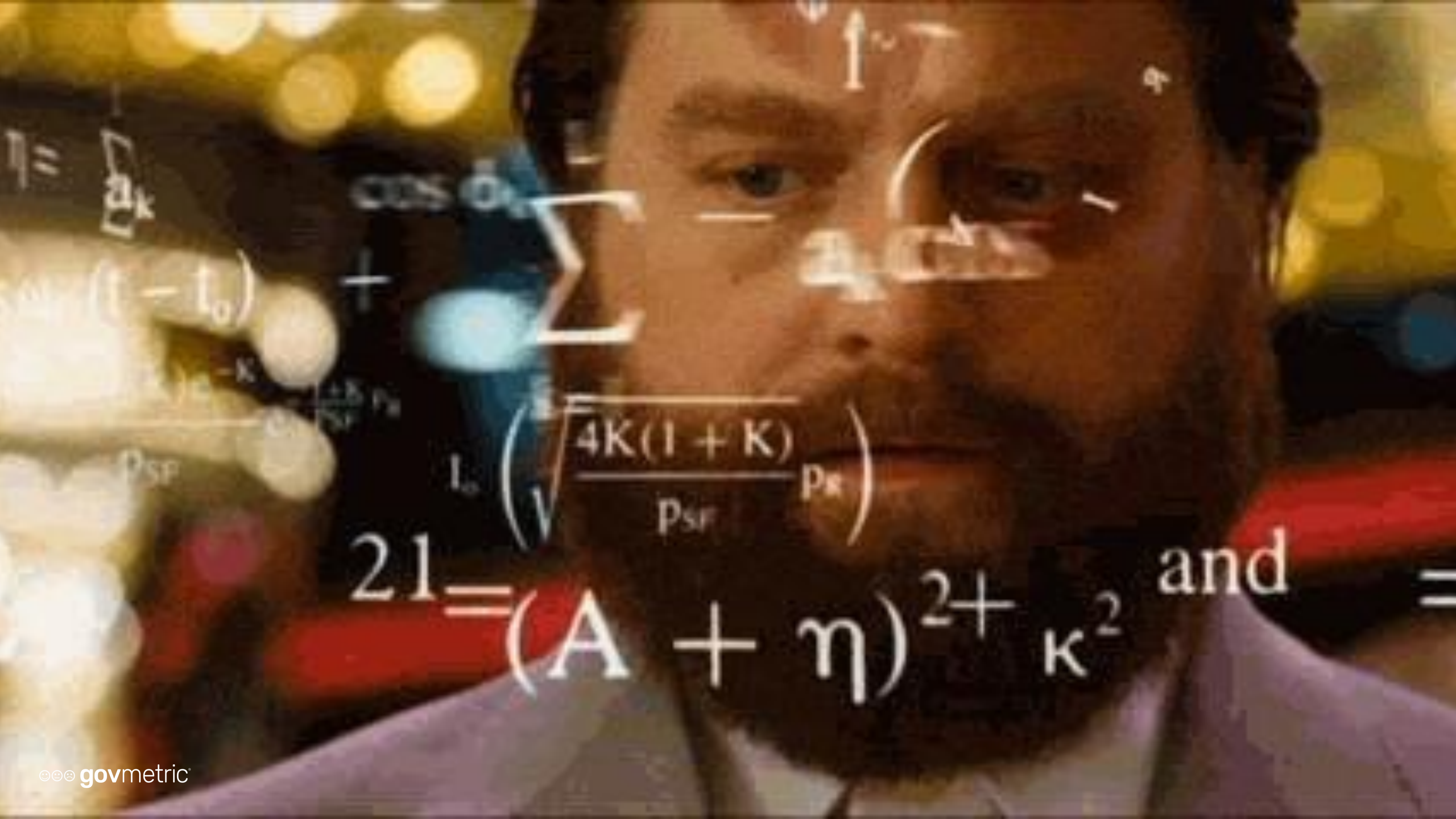


John  
COO



Connect with me  
on LinkedIn

Let's talk about  
L G R



Let's talk about

Local Government Reorganisation

Let's Get it Right

**UNITARY HUB:  
CONSOLIDATING FUNCTIONS**

**DEPARTMENTAL  
ALIGNMENT:  
BUILDING ANEW**

**CULTURAL SHIFT:  
ADOPTING CHANGE**

# The Opportunity

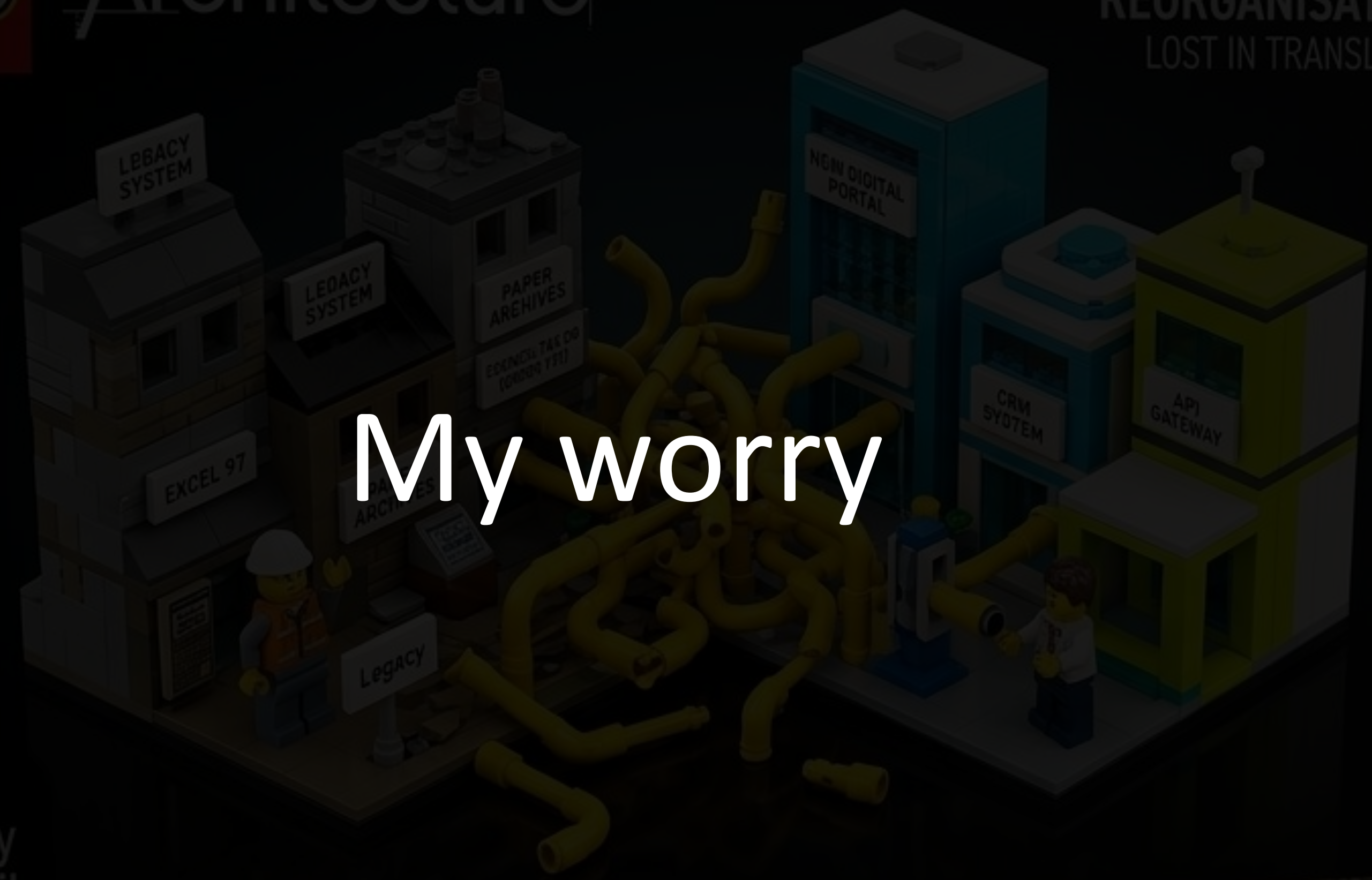
**MODERN WORKFLOW:  
TECH-ENABLED OVERSIGHT**



LEGO

Architecture

LOCAL GOVERNMENT  
REORGANISATION:  
LOST IN TRANSLATION



My worry

Unitary  
Council

18+ | 2029 | pcs/pcs

**LEGO**

Architecture

LOCAL GOVERNMENT  
REORGANISATION:  
LOST IN TRANSLATION



My worry

Unitary  
Council

18+ | 2029 | pcs/pcs

An aerial photograph of a dam with turbulent, bright blue water flowing over it. The water is churning and white with foam, creating a stark contrast with the darker blue of the surrounding water. The dam structure is visible on the right side of the frame.

YOU  
have the power

Ask for more





Procure smarter

MCP \*

APIs free \*

From this point on we need an  
**Agentic State of Mind**

# Agentic State of Mind



Today

Every single app councils use has been  
built on the premise of user input

# Tomorrow

Every app, which is suitable, needs to be designed for agentic input

# Gartner Predicts at Least 80% of Governments Will Deploy AI Agents To Automate Routine Decision-Making by 2028

STAMFORD, Conn., March 17, 2026

## To Achieve Faster, Consistent, and Explainable Decisions at Scale, CIOs Must Pivot to Decision-Centric Operating Models, While Safeguarding Public Trust

At least 80% of governments will deploy **AI** agents to automate routine decision-making, enhancing efficiency and service delivery by 2028, according to Gartner, Inc. a business and technology insights company.

### Media contact

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[All Contacts](#)



Because of the need for transparency in decision-making, Gartner predicts that by **2029**,

**70% of government agencies will require explainable AI (XAI) and human-in-the-loop (HITL) mechanisms for all automated decisions that impact citizen service delivery. XAI and HITL designs are foundational to public-sector decision intelligence**

I'd like you to check through all my gmail going back several years to see if you can see valid message from any of these services (including services I'll have forgotten about) and create me a list of services I need to update with my new address. Then think about how you'd make a tool to make it as easy as possible for me to update them given the capabilities you have.



**Tom Loosemore**

Supporting those leading the digital transformation of complex org...  
1mo • Edited •

AI agents will join up government before government joins up government. This will be a mixed blessing for citizens, with big implications for trust, equity and accountability.

Reply...



Opus 4.6



# Address Change Tracker

Gmail audit: 10 government + 20 commercial services found



All categories **Government** Banking & Finance Utilities Shopping

Digital & Subscriptions

**All** To do Do first Legal Done

GOVERNMENT 1/10 DONE

**HMRC (Income Tax / NI / State Pension)**  
HM Revenue & Customs  
Do first Online  
+ show details

**Driving Licence**  
DVLA  
Do first Online Legal  
+ show details

**Electoral Register**  
Local Authority  
Do first Online  
+ show details

**Companies House (Director)**  
Companies House


# Practical Examples

# Citizen makes a complaint

## Complaint

### Complaint details

Provide details of your complaint below.

 **Supporting documents** [Upload files](#)

Your involvement \*

Complaint is about \*

Reference 

Please provide details of your complaint below \*

What would you like us to do to resolve the issue?

Next 

# Officer reviews, investigates, responds

The screenshot shows a web-based case management system. At the top, there is a navigation bar with 'Useful Feedback' on the left, a search box labeled 'Find case', and several menu items: 'Manage cases', 'Dashboard', 'Recent cases', and 'Me'. A left-hand sidebar contains navigation options: 'My cases', 'My tasks', 'My correspondence', 'Calendar view', and 'Unassigned work'. The main content area is titled 'Complaint about savings account 256997' and includes the name 'Baker, Miss Josie (119732) - 97A Melrose Avenue, London, NW2 4LX'. Below the title are tabs for 'Status', 'Contacts', 'Documents', 'Internal stage', 'Timeline', and 'Audit trail'. The 'Status' tab is active and shows sections for 'What's next' and 'What's done'. The 'What's next' section includes 'Correspondence' (no correspondence found) and a 'Tasks' table. The 'What's done' section is a list of activities with dates and details. On the right, a 'Details' panel provides case information, including the date received (27/01/2015), a description of the complaint (overcharge of 6000 pounds), and the requested action (refund). Below this, there are two document thumbnails and a 'Status' section showing 'Partly upheld (Internal stage)' with various management options.

**Useful Feedback** Find case Manage cases Dashboard Recent cases Me

**Complaint about savings account 256997** FOS decisions

Baker, Miss Josie (119732) - 97A Melrose Avenue, London, NW2 4LX

Status Contacts Documents Internal stage Timeline Audit trail

What's next Add note

Correspondence Add | Contact colleague  
No correspondence found.

Tasks Get comments | Phone customer | To do | All actions

Due	Task	Assigned to	Actions
No target	Close this case	Angie Administrator	Action now

What's done

Date	Details
25/01/2015 16:35	Complaint outcome
24/01/2015 16:38	Response Baker, Miss Josie
23/01/2015 16:35	Generate response
22/01/2015 16:35	Root cause analysis
22/01/2015 14:26	Acknowledgement (email)

Details

Received 23 days ago on 27/01/2015  
Form details | Case details | Edit details

Not confidential Make confidential

Regulated Details Non-reportable  
I have been overcharged to the tune of 6000 pounds over the past two years

Action requested Refund the overcharge  
Brand Rewards Saver account

Status: Partly upheld (Internal stage)

Start stage - Ombudsman  
Priority Not set (1) Edit  
Team Savings accounts Re-assign  
Assigned to Angie Administrator Re-assign



**Hi there, I'm Octavia.**

I'm sorry to hear something's not right.

Tell me what's happened, and I'll make  
sure your complaint gets to the right  
team.

# Octavia

## The Complaint Agent

AWS Bedrock / Hosted in AWS UK



Amazon Bedrock

Powered by  Claude



Department for  
Science, Innovation  
& Technology



**Hi there, I'm Octavia.**

I'm sorry to hear something's not right.

Tell me what's happened, and I'll make  
sure your complaint gets to the right  
team.

I am furious that my bin has not been collected.  
I have children in nappies so its very inconvenient.

I am furious that my bin has not been collected again.  
I have children in nappies so its very inconvenient.

[^ Back](#)



Tell me what your complaint is about  
and how you'd like us to put it right. \*

I am furious that my bin has not been  
collected. I have children in nappies so its  
very inconvenient.

102 characters.

It sounds like you might want to:

[Report a missed bin collection](#)

[Continue](#)

I am furious that my bin has not been collected.  
I have children in nappies so its very inconvenient.

I am furious that my bin has not been collected **again**.  
I have children in nappies so its very inconvenient.

*The Octavia AI is smart enough to detect that this is a **repeated service failure** that meets the criteria for a complaint.*

*This can be further enhanced to reflect service-specific policy, e.g. three repeated missed collections within two months.*

[^ Back](#)



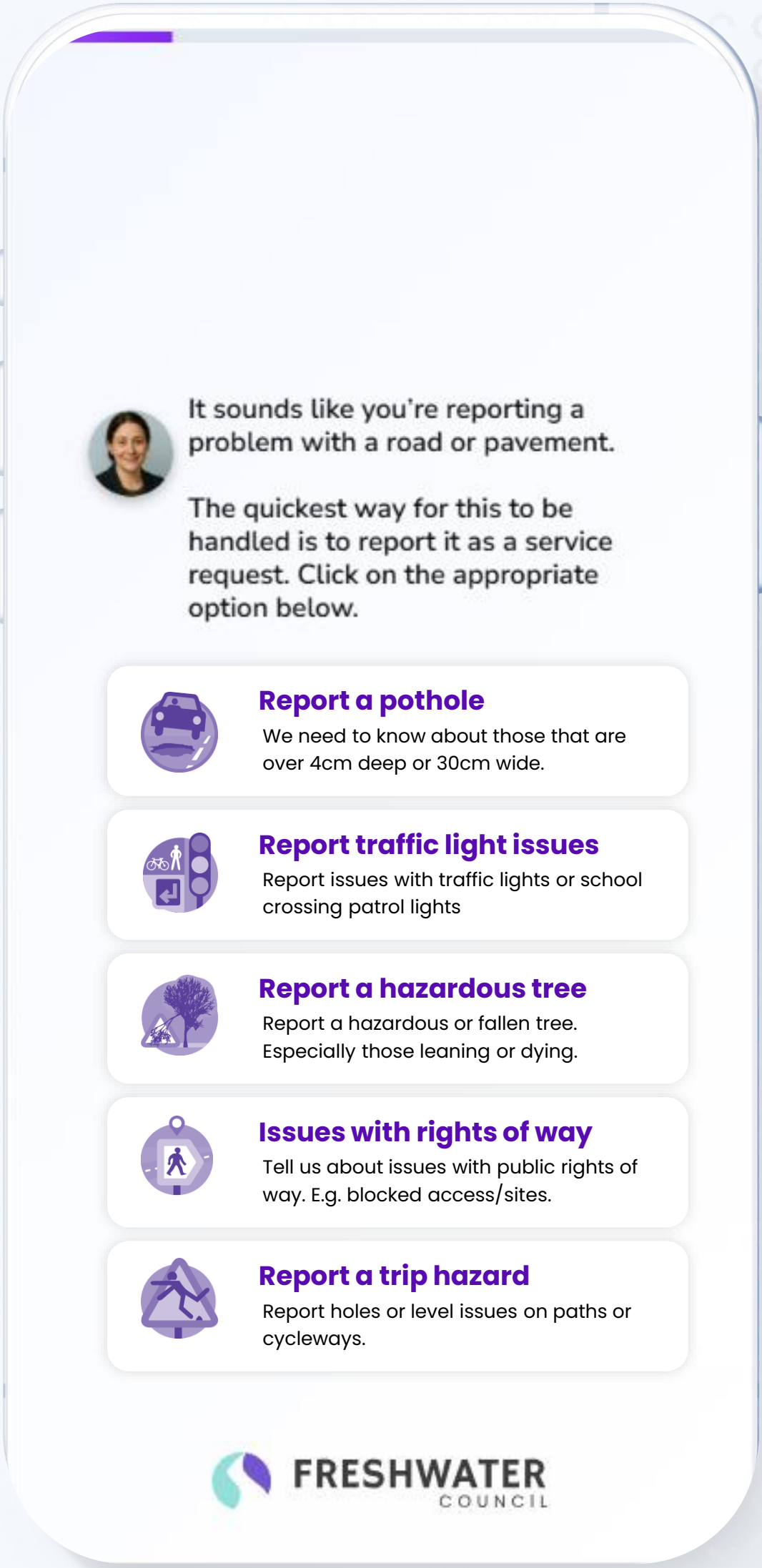
Tell me what your complaint is about and how you'd like us to put it right. \*

I am furious that my bin has not been collected again. I have children in nappies so its very inconvenient.

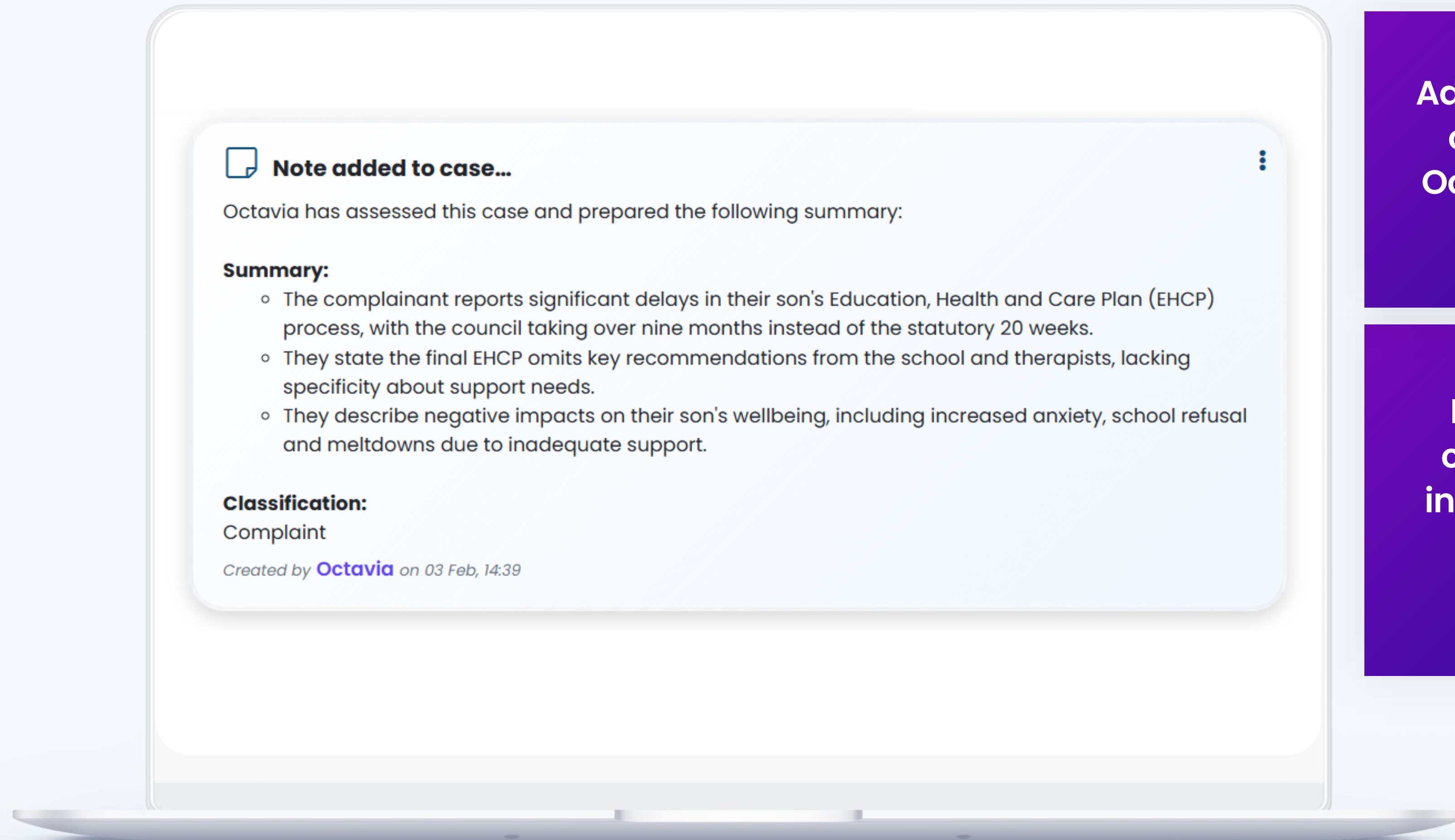
109 characters.

Continue

# Sign posts service requests to the correct pathway



# Automated Case Summaries



Added instantly to the case timeline with Octavia (the name of our AI)

Irrespective of the complexity officers instantly understand the nature of the complaint.

# Built for a world where users check things

Octavia AI  
THE COMPLAINT AGENT



ANALYZE

Briefing

Flows & Deflection

Service Specifics

ROI

TRAIN

TEST

Sandbox

DEPLOY

SETTINGS

## Briefing

Narrative context + live telemetry

Agent: Octavia

Status: Active monitoring

### Morning context

Octavia • Compliance & efficiency agent Live

Efficiency savings year-to-date

# £61,706

Unlocking value by deleting manual handling and preventing escalation.

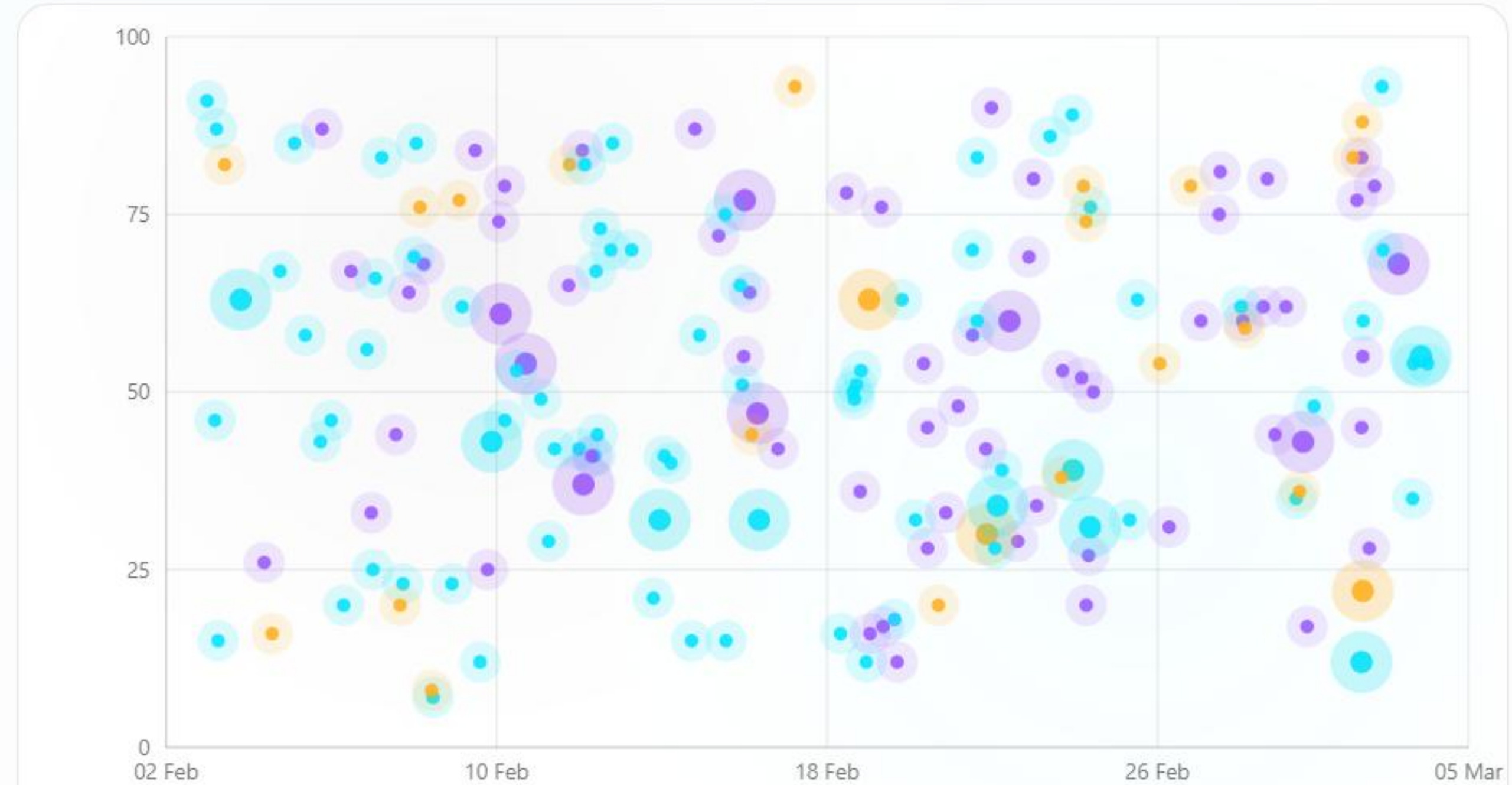
- 01 Good morning. In the last 24 hours, I have processed 5 inbound interactions (≈ 2,000 per year).
- 02 I resolved 3 instantly via automation, unlocking £825 in administrative handling value.
- 03 I have flagged 0 potentially vulnerable citizens for priority human review.
- 04 Month view: 169 interactions captured over the last 30 days — showing sentiment, routing and risk at a glance. |

### Complaint particle engine

Every dot is a citizen. Hover for details. Pulsing dots indicate vulnerability.

Coloured by Service • dims on focus • risk glows

- Neighbourhoods
- Housing
- Corporate Council Services
- Complaints
- Education
- Anti-Social Behaviour





# Where you see ROI on a daily basis

Octavia AI  
THE COMPLAINT AGENT



ANALYZE

Briefing

Flows & Deflection

Service Specifics

ROI

Workforce & Deflection

TRAIN

TEST

Sandbox

DEPLOY

SETTINGS

CD Chris  
Somerset Housing Trust



## ROI

Assumptions, waterfall, and audit-friendly math

Dark Agent: Octavia Status: Active monitoring

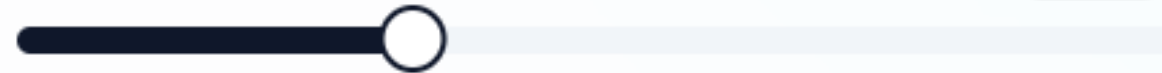
### Assumptions

Adjust the baseline. Own the number.

Manual Stage 1 cost (per complaint) £200



Manual Stage 2 cost (escalation) £400



Handling value unlocked (YTD)

£56,396

Escalations avoided (YTD)

11

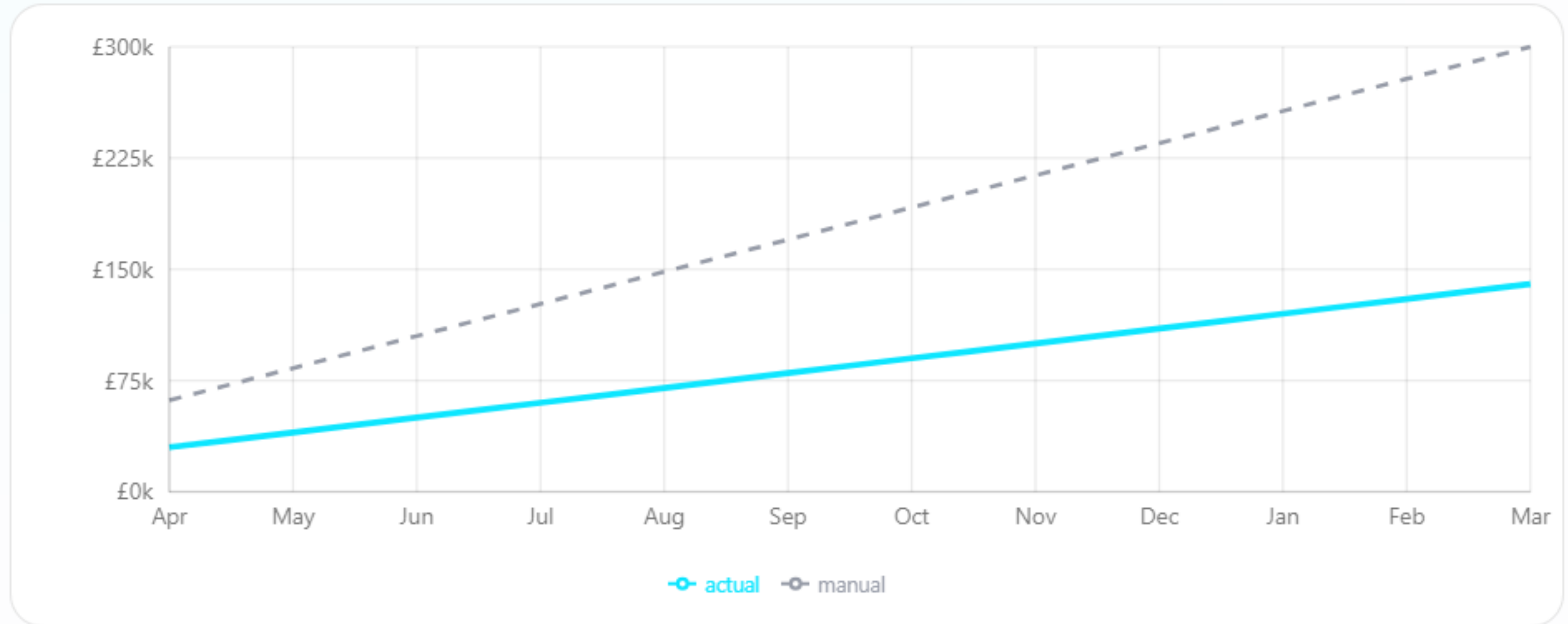
Additional avoidance (Stage 2)

£4,400

Model note: predicted escalations reduce as automation increases. Adjust Stage 2 to match your local cost.

### Total cost avoidance (YTD)

Unlocking value by deleting manual handling and preventing escalation.



### Waterfall of waste

How the manual baseline gets deleted — leaving only a thin human review sliver.



**Fully Automated Stage 1 Response Preparation by Octavia AI.**

# Nexa

## Agentic EHCP Flows

Google Gemini / Hosted in AWS UK

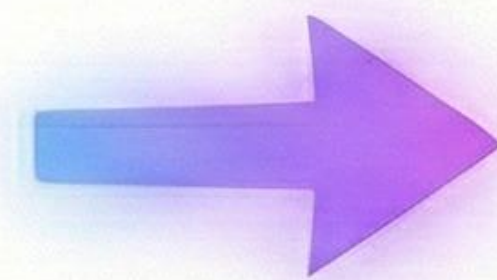


# Privacy First

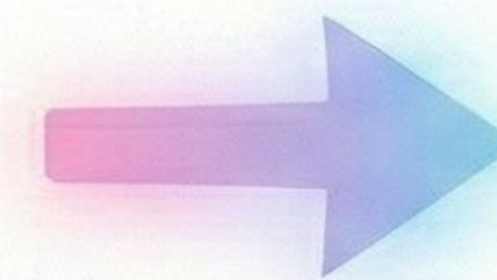
All PII is tokenised prior to being sent to the LLM and no data is ever used for training



**Input**



**Privacy Shield  
(Tokenisation)**



**Secure AI  
Processor**

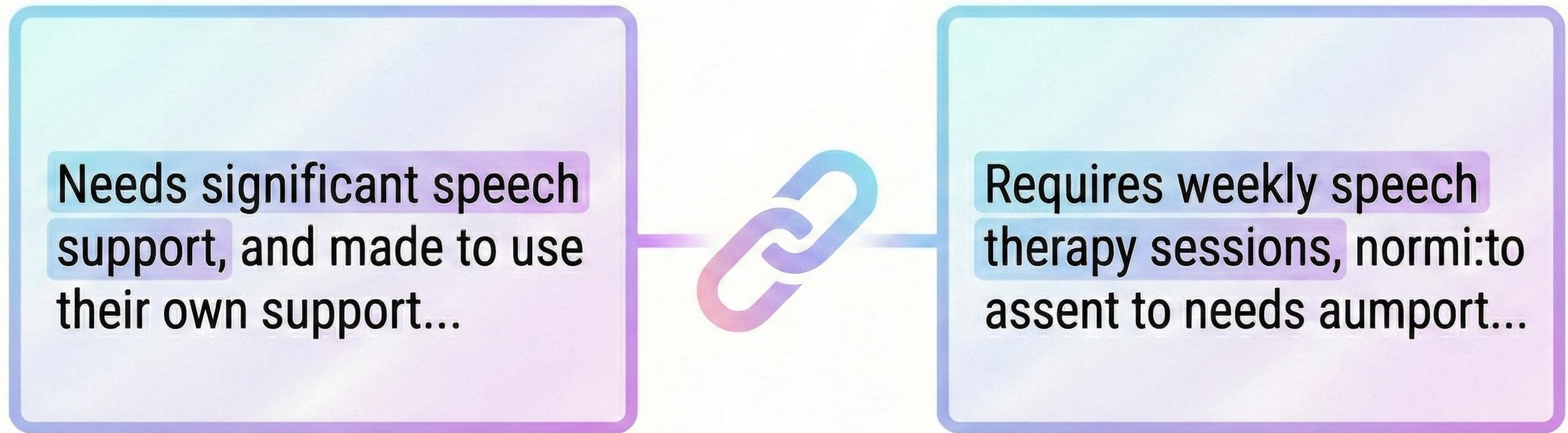
# Governance First

## Agentic QA



# Explainability First

Every salient point referenced back ensuring complete transparency



Needs significant speech support, and made to use their own support...

**Original Advice**

(e.g. Speech & Language Therapist)

Requires weekly speech therapy sessions, normi:to assent to needs aumport...

**EHCP+ - Draft EHCP**

(Citations points linked back to the original source)



CORE

+ New Document


 Manage Documents

 People

 Tags

ORGANISATION ADMIN

 Policies & Rules

 Users

SYSTEM ADMIN

Hey John!






### Upload supporting files



Select files

5 files

Supported: PDF, DOC, DOCX, RTF, TXT

-  EXAMPLE 2 BDHSS advice Aug 2024.docx
-  EXAMPLE 2 EHCP SC advice Sept 2024.docx
-  EXAMPLE 2 EP Advice Oct 2024 20.07.2016.doc
-  EXAMPLE 2 SALT adviceAug-2024 20.07.2016.docx
-  EXAMPLE 2 I Medical Advice Sept 2024 20.07.2016.rtf

Select a person to continue



CORE

 New Document


 Manage Documents

 People

 Tags

ORGANISATION ADMIN

 Policies & Rules

 Users

SYSTEM ADMIN

Hey John! 



## Section A

### Views, Interests and Aspirations of the Child and Parents/Carers

#### All About Me

- I love singing, music, Lego, tea sets, Barbie play and books. I really enjoy numbers and letters, and I even taught myself to read when I was two years old.[1]
- I like playing pretend games at home with my toys and characters.[2]
- Sometimes I show how I feel in big ways. I can be very affectionate, and I enjoy making people laugh and smile. I recently sang a love song to a family friend.[3]

#### My Journey

- I was diagnosed with Autism Spectrum Disorder in April 2022.[4]
- I stayed in nursery for an additional year because I need more time and support to learn and grow. Sometimes I find it hard to communicate. I often use learned phrases or repeat what others say[5], and I don't always respond when someone calls my name.
- I can have very big feelings, and my emotions can overwhelm me. I can have lots of meltdowns in a day, and when this happens I sometimes kick, pinch, pull hair or throw things.[6]  
I do not always understand danger and may do unsafe things, like lying down in the road.[7]



# Education, Health and Care Plan

## My Education, Health, and Care Plan (EHC Plan)

What the legislation says	What it means for Yasemine
General information	This has all the information that people need to keep in touch with me and my family.
Section A — Information that gives the views, interests and aspirations of the child/young person and their parents.	All about me. This section is all about me — my hopes and aspirations.
Sections B, C and D — A summary of the child/young person's special educational needs and the health/social care needs.	Education, health and care needs. This is a summary of all my needs from what the professionals have said through working with me and my family.
Section E — A description of the outcomes identified (including outcomes for adult life).	Aims and outcomes. This sets out the outcomes everyone has agreed and how those around me will help me to achieve them.
Section F — The special educational provision required to meet the needs identified and the outcomes sought.	Educational Provision. My school and any other educational services will say what they will provide to help me.
Section G — The health provision reasonably required to support the learning difficulties and disabilities.	Health Provision. This describes the health provision I will be given to reach my outcomes.
Sections H1 and H2 — Social care provision.	Social Care Provision. This tells me the support I am entitled to from social care to help achieve my outcomes.

Agentic State of Mind

Tectonic

# Current approach

Designed to **try** to **answer**

Hello, I'm Darcie  
I'm here to answer your questions.

Why have I received this reminder?

2 minutes ago

Please could you tell me what the reminder is about (for example, council tax, rent, parking fine, or something else) and where it was sent from on the letter or email? This will help identify why you have received it.



2 minutes ago

It's council tax for account number 2393202X

A minute ago

You have received a Council Tax reminder for account 2393202X because an instalment was not paid in full by the date it was due. When an

AI-generated content may contain inaccuracies—always verify important information.

Enter your message...



0 / 1000

What are you looking for?

SEARCH



Education



Council Tax



Recycling and waste



Benefits



Planning



# Leeds City Council receives

## ~1 million calls per year

2. The contact centre deals with approximately 1 million calls and 150,000 emails per year, supporting 23 service areas across the organisation in five broad areas;
  - Council Tax and Benefits (including local welfare support)
  - Care and Safeguarding (including adults and children's social care)
  - Housing and Planning (including Choice Based Lettings and anti-social behaviour)
  - Transactional Services (including registrars, school admissions, highways, refuse, pest control, elections, blue badge)
  - Out of Hours (a 5pm – 11pm provision for emergency / crisis, including emergency housing repairs and highways issues)
3. The service employs 190 FTE, 140 of which are Customer Services Officers who are supported by a management team and three key support teams –



Hey, why on earth have I received a reminder?



LS1 - AI Agent

Let me check on that. What's your council tax account number, postcode, and email?

You can find your council tax account number here:

Sure, my account number is 8203232X.

My post code is LS1 2EU and my email is john@gmail.com.



LS1 - AI Agent

Great, so the reason you've received the reminder is April's payment was £20.00 short.

This, as well as no payment in May is why you've received the reminder. You've have £145.00 to pay now.

What would you like to do?

Pay with Apple Pay

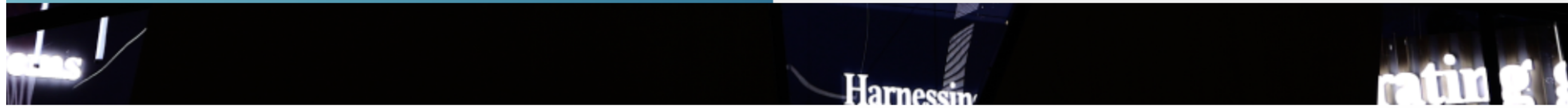
Pay with Google Pay

Set up a Direct Debit



# Agent Fleets

Agent Fleets | Private Sector



Consulting firm McKinsey & Company has been helping banks implement artificial intelligence solutions for two years, and today published a report of best practices.

A year-and-a-half ago, management consulting firm [McKinsey](#) had just 3,000 AI agents in its possession, with its 40,000 employees far outnumbering its agentic fleet. But in just 18 months, that number has grown more than 500% to about 20,000 AI agents supporting the company's work, CEO Bob Sternfels [said on Harvard Business Review's Ideacast](#). Now, the company is evaluating how well job candidates can work with its AI tool as part of the interview process.

The consulting firm is asking candidates to use its internal AI tool Lilli in a test during its hiring process, according to consulting interview preparation company CaseBasix, which helps candidates solve McKinsey, BCG, and Bain cases. In a [blog post](#), CaseBasix says it gathered information from internal sources who say some candidates would be asked to work with the company's AI tool as part of a final round AI interview. The [Financial Times](#) also reported on McKinsey's focus on business school students using Lilli, citing people familiar with the matter.

The move comes as the blue-chip company seeks to further implement AI into its operations, pursuing skills that extend beyond the interpersonal and problem-solving traits usually required of a consultant. Companies like McKinsey are looking for candidates who can be AI-ready on day one as the technology becomes essential to job functions.

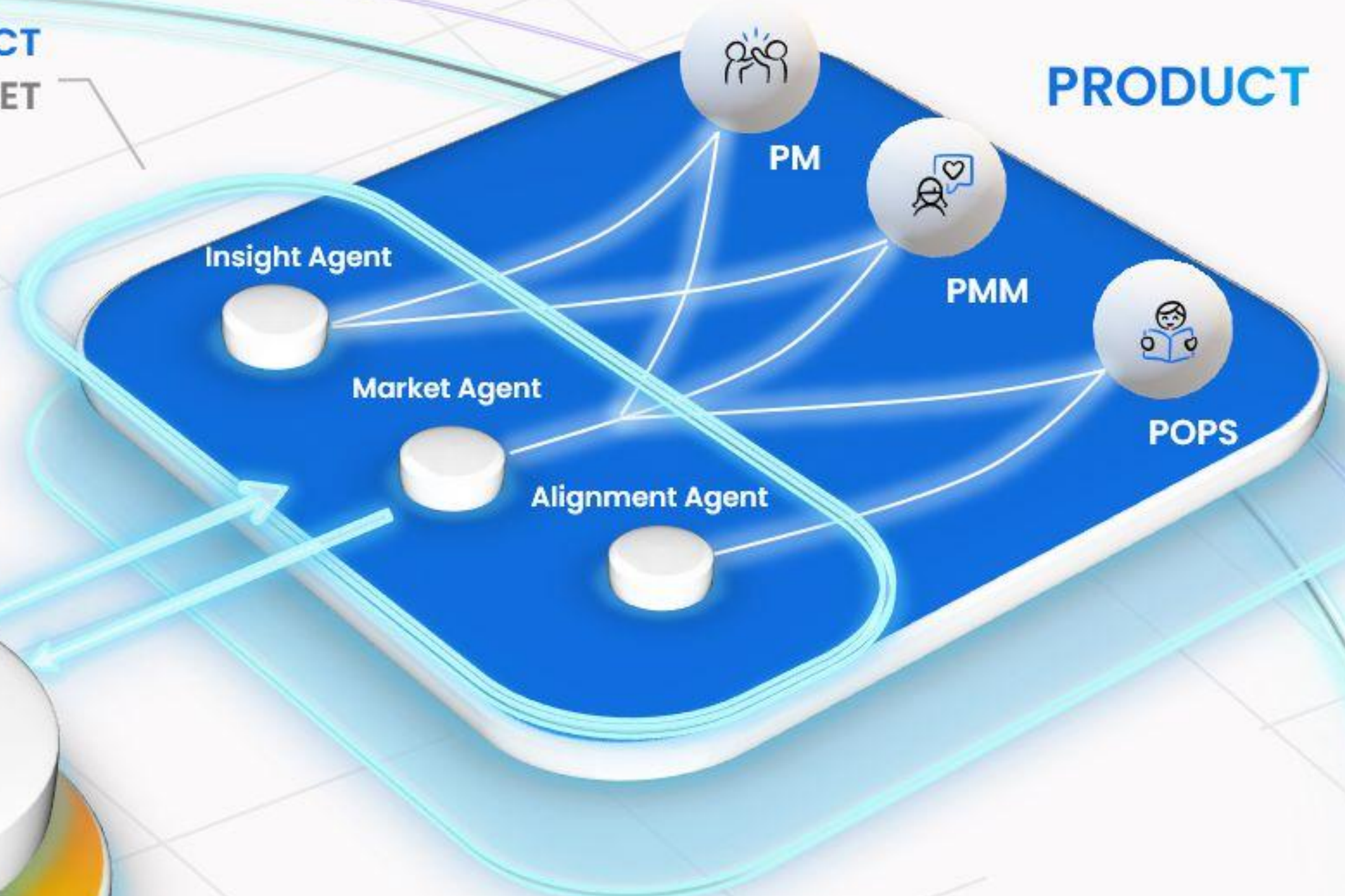
# ENGINEERING



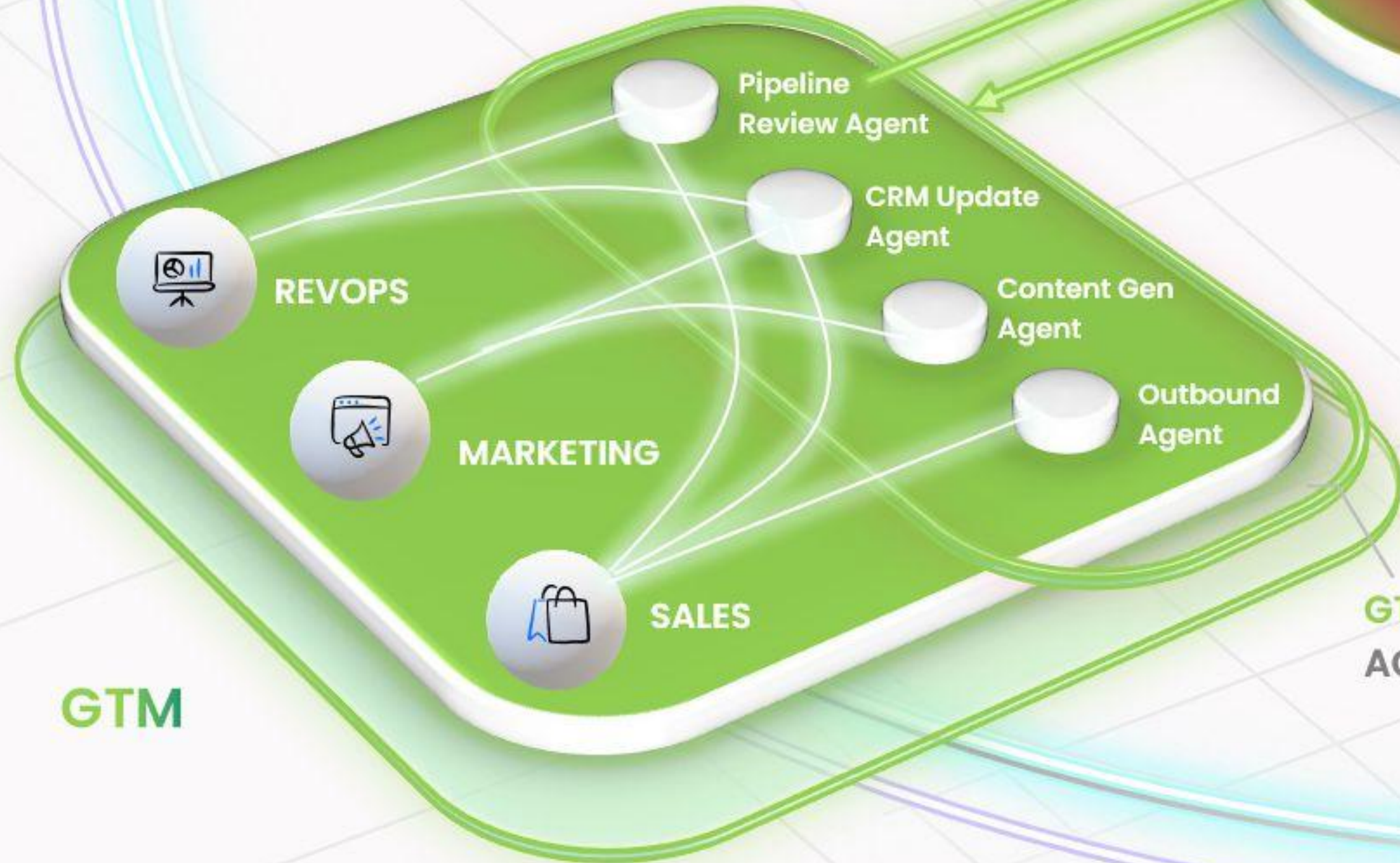
# ENGINEERING AGENT FLEET

# PRODUCT AGENT FLEET

# PRODUCT



# GTM



# GTM AGENT FLEET

# CUSTOMER AGENT FLEET

# CUSTOMER



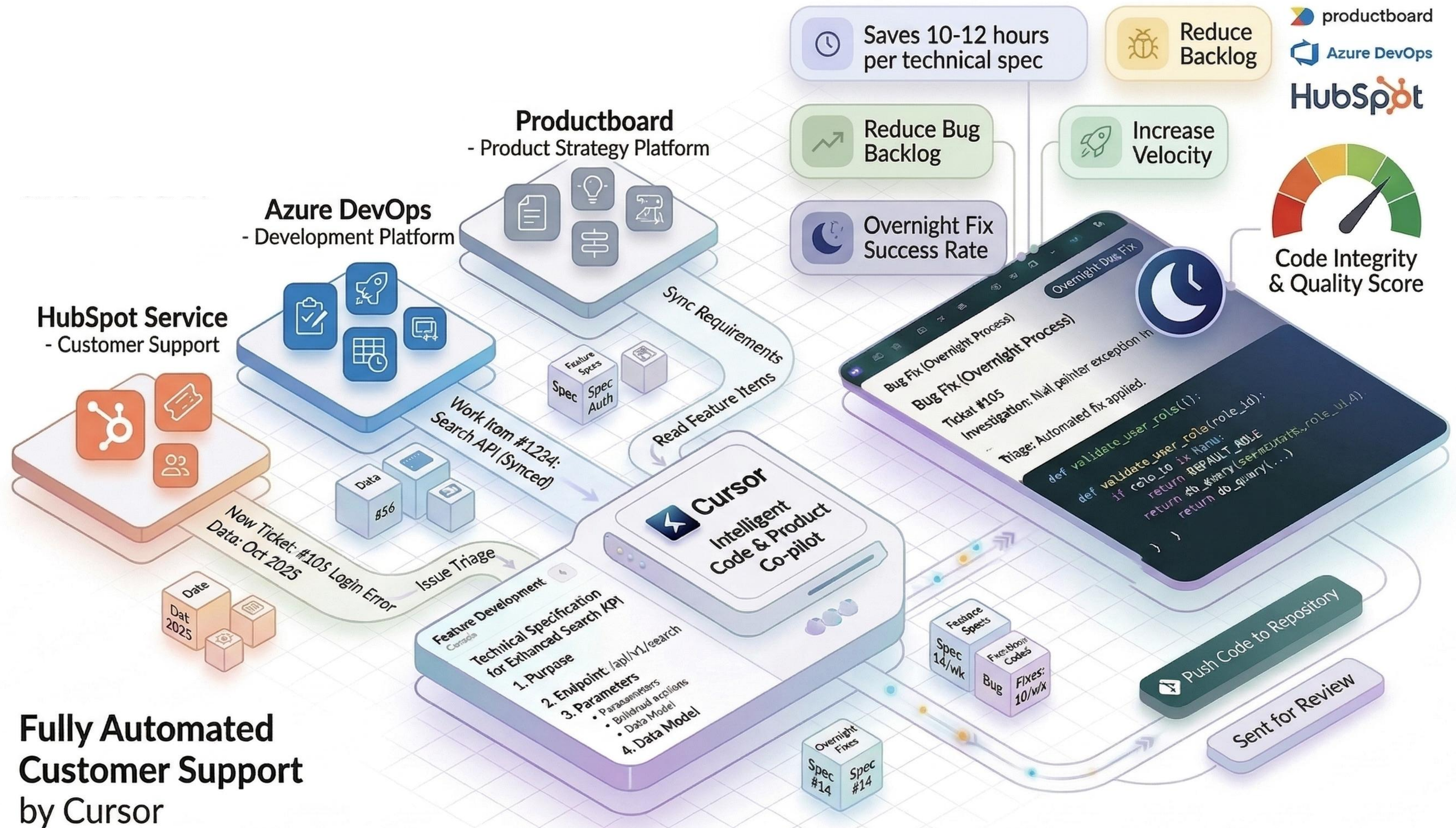
# Practical Examples

## Automated cross-functional board report

The screenshot displays a document viewer interface. At the top, there are navigation icons (back, forward) and tabs for 'Chat', 'Cowork', and 'Code'. The document title is 'GovMetric board report final version'. Below the title, there is a document preview card for 'Govmetric board...' with a 'Document · DOCX' label and an 'Open in Pages' button. A chat window is open on the left side, containing a message: 'I'm unsure where this data below is coming from. The attached shows the open tickets. Can you check and clarify?'. Below the message is a list of items: 'Customer', 'Open Tickets', 'Active ARR', 'Tickets/£1K', and 'Intensity', with a 'Show more' link. The main document content shows the title 'GovMetric Board Report' and the date '14 March 2026'. The report content includes the 'GovMetric' logo, the title 'Cross-Functional Board Report', and a list of categories: 'Sales Pipeline · Product Development · Sales Qualification · Call Analysis · Customer Success', followed by the date '14 March 2026'.

# Practical Examples

## Automated Product Creation / Support Ticket Handling



Fully Automated Customer Support by Cursor

Agent Fleets | Public Sector

# DIGITAL, DATA & TECHNOLOGY (DDaT)



# PEOPLE SERVICES (Adult Social Care & SEND)



# SERVICE DESIGN & TRANSFORMATION



# CENTRAL HUMAN TEAMS & CABINET ACCOUNTABILITY (HITL - Human in the Loop)

## REVENUES & GROWTH FLEET: Maximizing Income & Local Prosperity.



## DEMOCRATIC OVERSIGHT, STRATEGY, POLICY.

## HOUSING & ASSETS FLEET: Proactive Property & Community Care.



## CUSTOMER CITIZEN EXPERIENCE & THE FRONT DOOR



# Agent Mesh

An archive of data science, data analytics, data engineering, machine learning, and artificial intelligence writing from the former Towards Data Science Medium publication.

[Follow publication](#)

Member-only story

Top highlight

# Agentic Mesh: The Future of Generative AI-Enabled Autonomous Agent Ecosystems

Agentic Mesh creates the ecosystem that lets Autonomous Agents find each other, collaborate, interact, and transact in a safe, efficient, and trusted fashion.



Eric Broda

Follow

20 min read · Nov 6, 2024



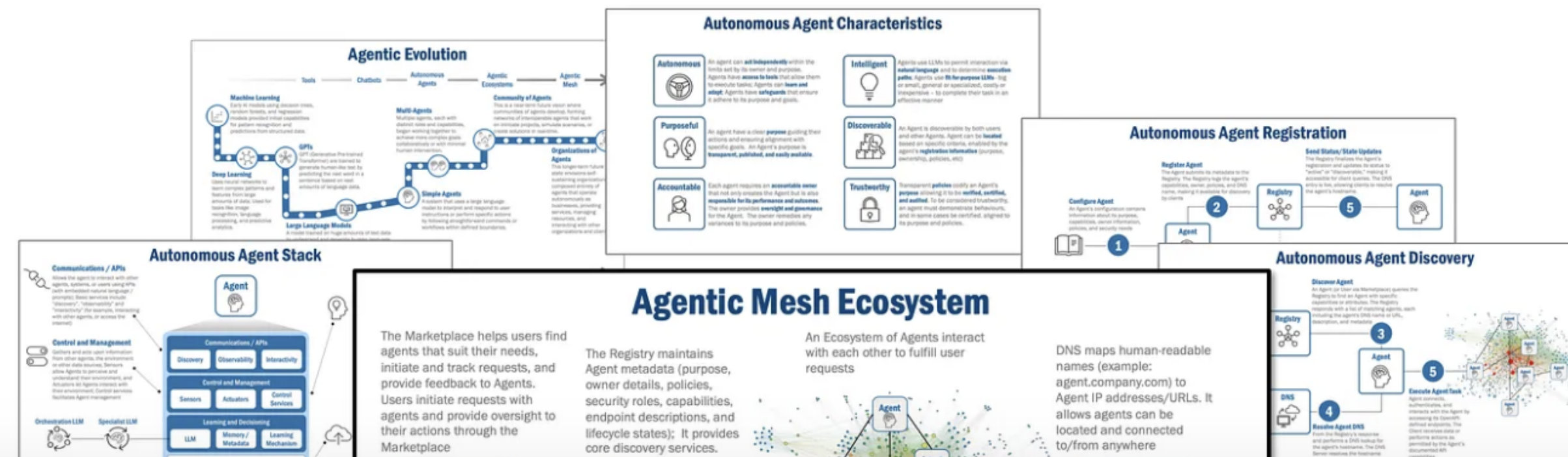
1.5K



29



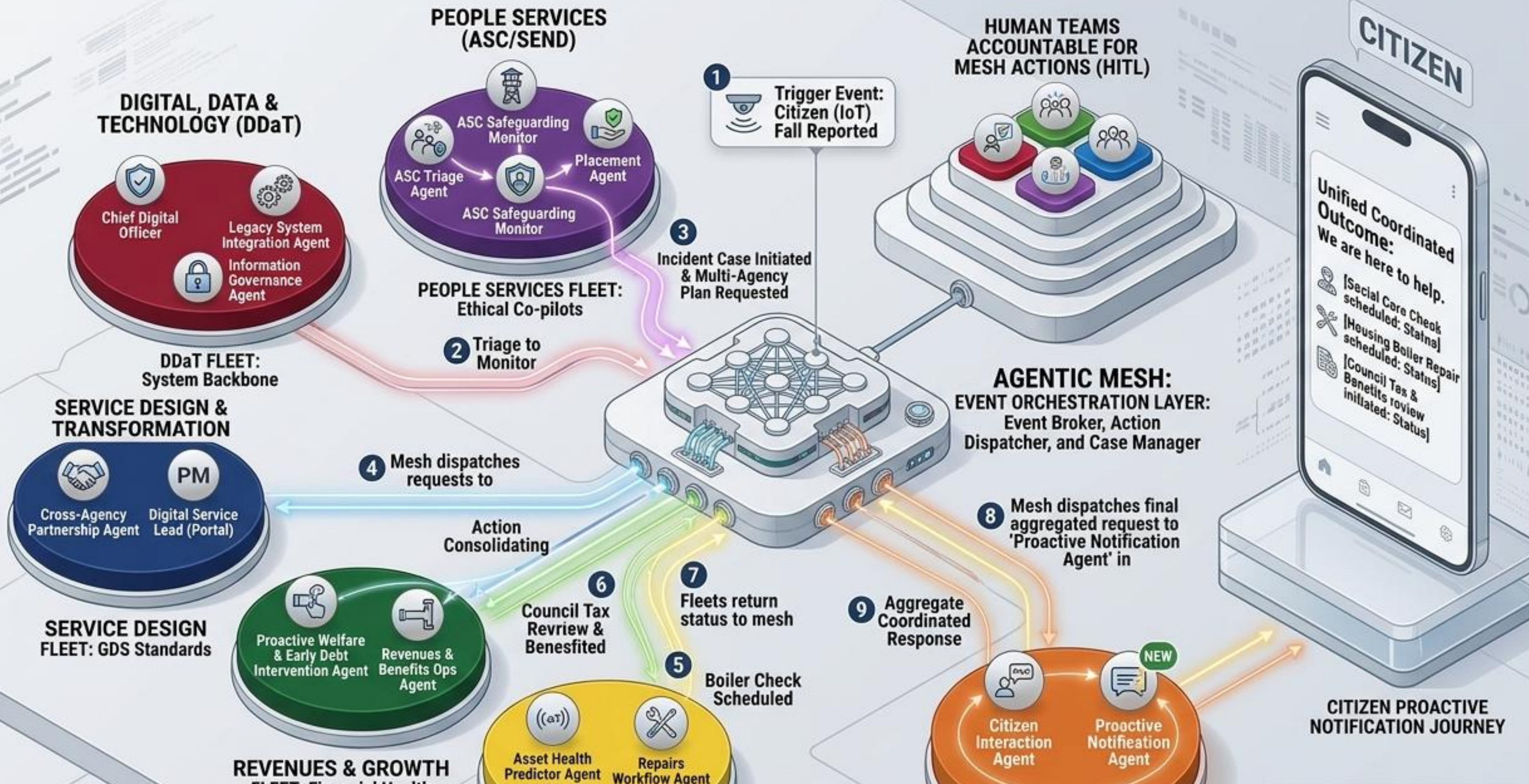
## Agentic Mesh



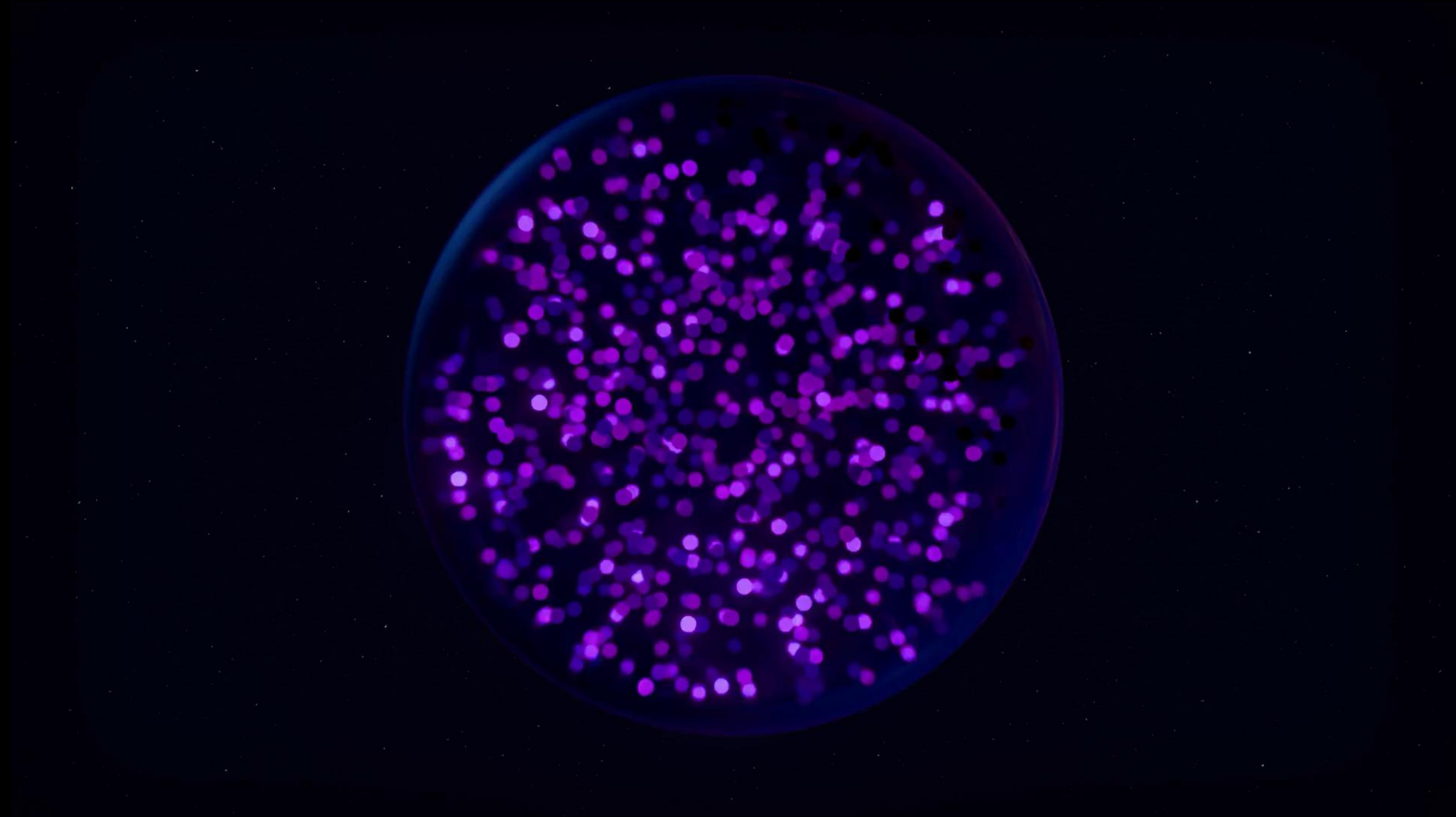
# FLEETS

# MESH ORCHESTRATOR

# OUTPUT

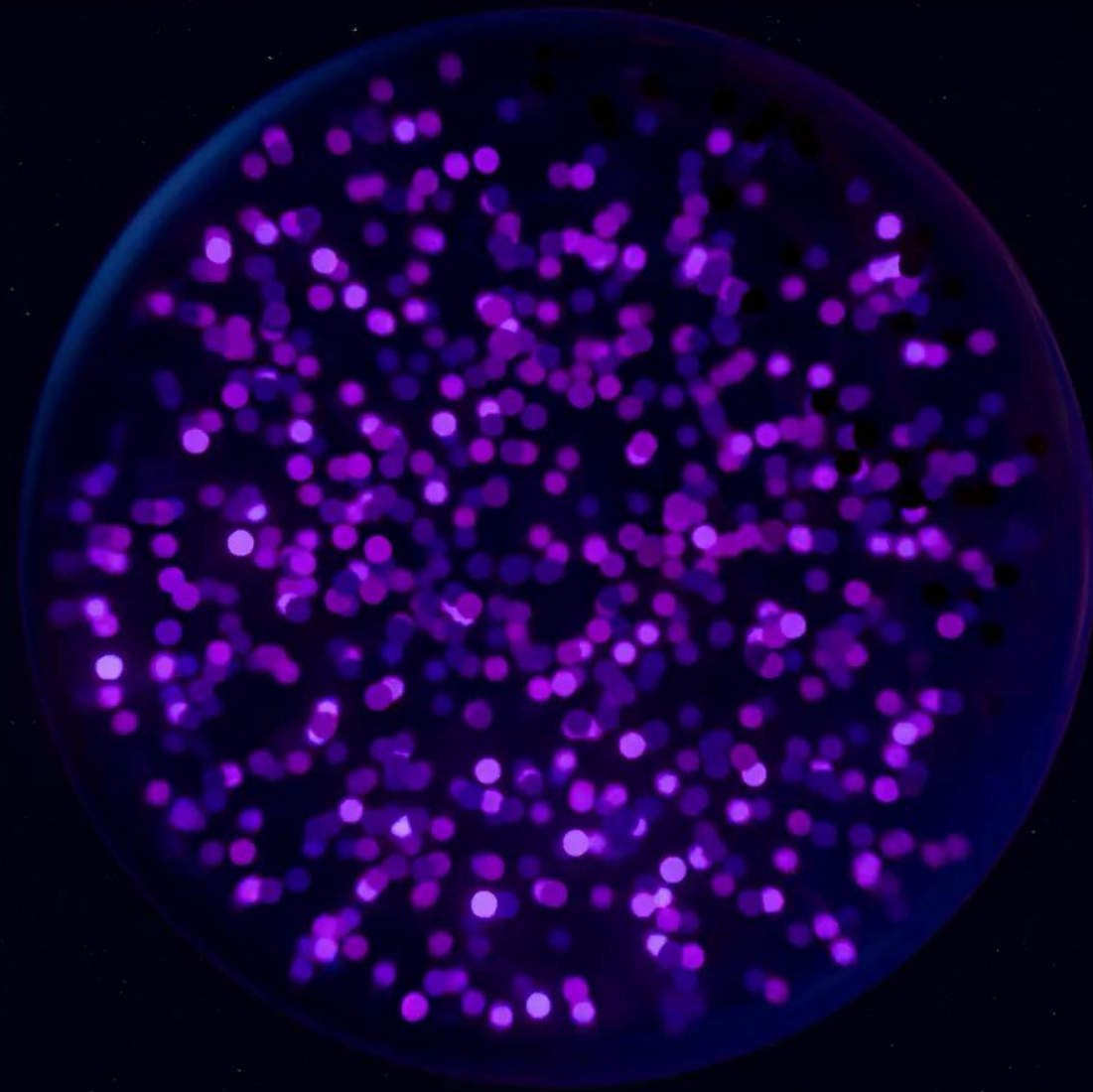


# The Agentic Singularity



# The Agentic Singularity

# The Agentic Unitary



1

You have the advantage / the power

2

Build/buy for agents

3

Follow AI Governance best practices

4

Fleets of agents work together

5

Replace the plumbing with fibre!

Where Artificial General Intelligence  
takes over and humans go

On The Loop

A close-up, artistic photograph of two people's faces. The person on the left is in profile, looking towards the right. The person on the right is also in profile, looking towards the left, with their hand near their mouth as if about to kiss or whisper. The lighting is soft and focused on their lips and noses. The background is a blurred, neutral color.

Thank yoooooooo

[www.govmetric.com](http://www.govmetric.com)