

About SCIE

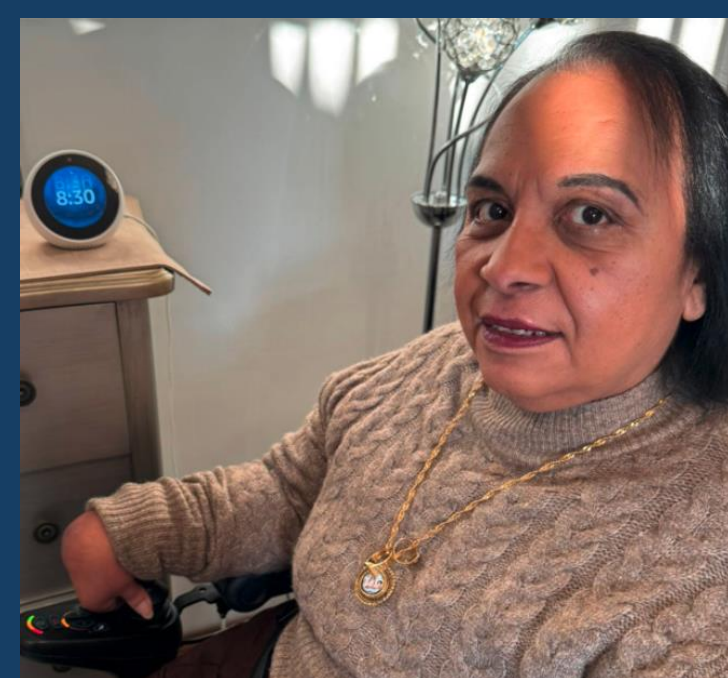
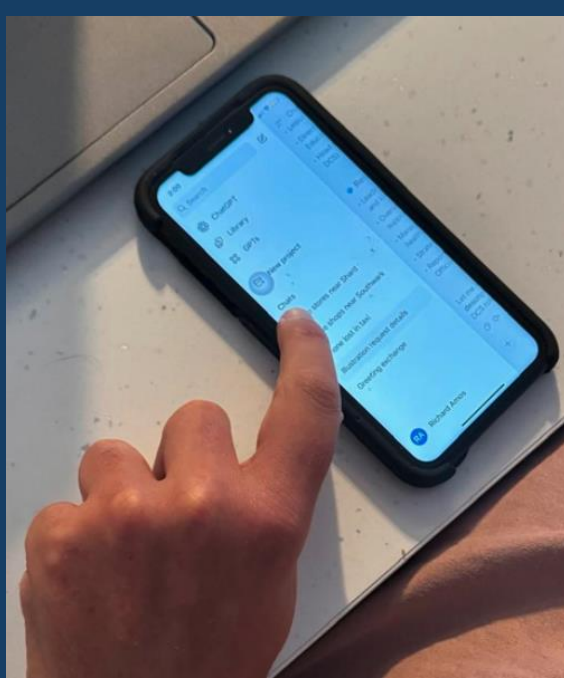
The Social Care Institute for Excellence (SCIE) is an independent social care charity, collaborating and innovating with a wide range of partners and people with lived experience, to improve people's lives. Working across social care, health and related services such as housing, for adults, children and families, we contribute to the development and implementation of better care, support and safeguarding at local and national level.

As we are not-for-profit, our income goes towards improving social care, delivered through our four offers: innovative consultancy, expert training, extensive resources and information, and evidence-based insights.

Co-production with people with lived experience underpins and informs what we do, and with over 20 years' experience we bring a wealth of trusted, evidence-based expertise to work together to help transform care.

Need to talk? If today's discussion raises sensitive issues or you would like to speak to someone, please contact us at info@scie.org.uk.

The SCIE logo is located in the bottom right corner. It consists of the letters "scie" in a white, lowercase, sans-serif font, set against a solid blue square background.



AI Playbook

*Stories from
people with
lived experience*

wm-adass.org.uk

Why We Created the AI Playbook

- The AI conversation must be led by the people most affected by services
- AI is already shaping care and support
- Risk of exclusion, bias, and harm without lived experience voices
- We wanted to ask: what does good look like?



Made with, not for

- Co-production at the heart of the Playbook
- Advisory group of people with lived experience
- Workshops, interviews, real stories from across the region
- Grounded in what matters to people: independence, trust, fairness



Who the Playbook Is For

A practical guide for:

- People drawing on care, their families and unpaid carers
- Commissioners and service designers
- Local authority teams exploring AI
- Developers working in health and social care



What's Inside the Playbook

Three core chapters and a growing set of personal stories

- Plain language explanations of AI
- Benefits and risks
- Examples of real-life tools in use
- Reflections from people with lived experience

Chapter 1

What AI can do and why it matters

[Read more »](#)

Chapter 2

Addressing fears, risks and concerns

[Read more »](#)

<http://wm-adass.org.uk/ai-playbook>

Solihull VR Pilot – Dementia Day Services

Context: Older people at Colebrook Day Opportunities

Uses VR headsets to stimulate reminiscence and calm anxiety

Participants respond to safari scenes, 1950s music, and animal videos

Staff facilitate and interpret responses

Quote: “It’s like they’re back in a memory—fully there again.”

Key Messages

Inclusive AI means:

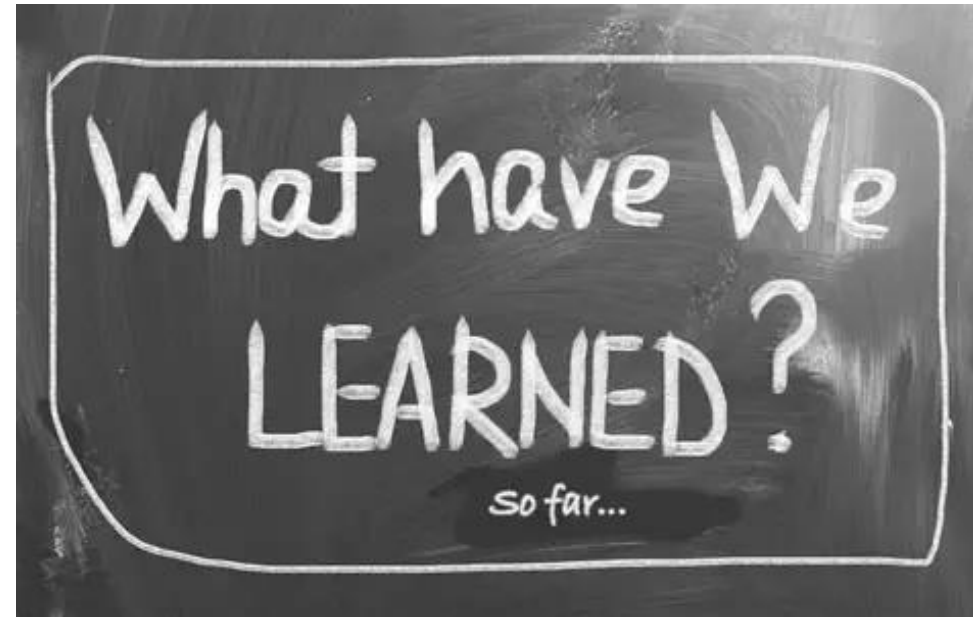
- People must be part of the design
- Tech should enable—not replace—relationships
- Accessibility isn't a nice-to-have
- Trust is earned through transparency
- People want choice and support—not tech imposed on them



What We Learned

From over 15 personal stories across the region:

- AI already supports independence (e.g. voice assistants, apps)
- Barriers include cost, digital confidence, and design bias



Reflections Across All Stories

Common Themes:

AI offers new routes to independence, connection, and control

People are adapting mainstream tech in creative ways

Barriers include cost, bias, reliability, and lack of co-design

Design Implication: Co-production isn't a phase—it's the foundation

Vision Darren



Recovery Pete



Mobility Reshma



Neuro Kieran

Meet the WM-ADASS AI Playbook Coaches

[AI Playbook - Bridgit Care](#)



Caring Keymn

Supporting Local Authorities

The Playbook offers:

- Guidance to think through ethical use of AI
- Ideas for involving people in design
- Personal stories to inspire safe, inclusive innovation
- Examples of co-production in action



What's Next?

From book to action

- Publishing online with interactive chatbot
- Showcasing through WME AI Festival and national networks
- Ongoing updates with new tools and stories
- Supporting conversations in every council
- Easy-read and accessible formats



Talk to interrupt



Hi, I'm Neuro Kieran — your AI Neurodivergent Coach. Tell me what feels confusing, overwhelming, or hard to organise, and I'll suggest AI tools that can make things clearer, calmer, and easier to handle.

Send a message

THANK YOU

We gratefully acknowledge the contributors of our advisory network and all those who shared their lived experience to help shape the AI Playbook

WM-ADASS Co-production Advisory Network

Our way in Worcestershire

Beacon Vision in Dudley

Personal story contributors



“Striving to have the best regional improvement programme in England”

scie

Please share your feedback with us

Please scan the QR code below or click on the feedback link in the chat



Find out more at www.scie.org.uk or connect with us on LinkedIn.

If you are a local authority and are interested in care equity email us at info@scie.org.uk.

If today's session brings up sensitive issues, or if you would like to talk to someone afterwards, please contact info@scie.org.uk.