

Magic Notes — Kingston Council's AI Tool Cuts Social Work Case-Note Time by Up to 60%

AI in the Public Sector · Good practice · United Kingdom

Quality score: 60/100

Evidence strength: Descriptive / self-reported

Summary

Kingston Council piloted Beam's Magic Notes with adult social care staff to draft case notes and assessments, cutting completion time 50–60%, shrinking supervision write-ups from 40 to under 10 minutes, and freeing up to 4 hours a week per social worker.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-14

[Royal Borough of Kingston upon Thames Adult Social Care, with Beam](#) — accessed 2026-09-14

[Local Government Association case study](#) — accessed 2026-09-14

[Kingston Nub News coverage](#) — accessed 2026-09-14

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