

Magic Notes — Swindon's AI Meeting-Notes Tool Cuts Social Work Admin Time by More Than Half

AI in the Public Sector · Good practice · United Kingdom

Quality score: 80/100

Evidence strength: Observational / pre–post

Summary

Swindon Borough Council piloted Beam's Magic Notes AI transcription tool with 19 social workers across 184 meetings in 2024, cutting Care Act assessment time from 90 to 35 minutes and report-writing from four hours to 90 minutes; the tool is now used by 85 UK councils.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-08-17

Swindon Borough Council — accessed 2026-08-17

Community Care: AI tool improves direct work in adult social care despite accuracy concerns — accessed 2026-08-17

Social Care Today: 'Magic Notes' AI tool saves social workers time on admin — accessed 2026-08-17

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