

"I got into social work because I wanted to support people. When I am completing an assessment, review or any other interaction with people I support, Magic Notes allows me to maintain eye contact, listen accurately and critically reflect in the moment and it means that I don't have to worry about taking notes. As well as allowing me to focus on the person, Magic Notes provides me with a really accurate and detailed record and summary for me to review. It frees up time for me to focus on complex cases care, planning and the social workers in the team that I supervise."

– Senior Social Worker at Kingston Council

## Kingston Council's integration of Magic Notes

By [Kingston Council](#) and [Beam Up Ltd.](#)

Magic Notes is a tool developed by Beam to **simplify and streamline the process of documenting and summarising care visit information**. By automating these administrative tasks, the tool allows frontline social workers to save at least four hours a week, giving them more time to focus on their clients. Starting in 2024, Kingston Council has been rolling out Magic Notes as part of its effort to enhance efficiency in social care services. Beam, a company dedicated to creating social impact through technology, including artificial intelligence, collaborated closely with Kingston Council to adapt the product to the needs of social workers.

### Key features and adaptation:

- Originally designed for Beam's caseworkers, Magic notes was modified for use by social workers on mobile devices.
- The focus was on simplicity and usability, accommodating the varying levels of technical proficiency among social workers.
- Designed to support social workers' day-to-day work without adding complexity.

The demand for adult social care services has been growing across local authorities, presenting challenges to the sustainability of current systems. Data from the NHS Adult Social Care dashboard shows that new case demand has increased annually by 2-5% on average since 2017. Kingston, in particular, has faced a significant rise of approximately 14%. Traditionally, social workers take limited notes during client visits to maintain a personal connection, resulting in delays in completing reports. This project aims to tackle these issues by automating note-taking and summarisation, enabling faster report completion and freeing up time for direct client care.

### The pilot phase yielded the following results:

- Case notes and assessments completed 50-60% faster.
- Supervision write-ups were reduced from 40 minutes to under 10 minutes.
- The transcript accuracy achieved over 96% accuracy compared to the 85% target.
- Beyond on-site visits, the tool proved useful for dictating notes for AI transcription and summarisation.

Social workers have emphasised that they often personalise the transcriptions and summaries to reflect their unique writing style and add additional details. This highlights Magic Notes as an assistive tool that complements their expertise rather than replacing it.

**96%** MAGIC NOTES-GENERATED  
CASE NOTES ACHIEVED  
OVER 96% ACCURACY

Kingston Council employed a data-driven approach to evaluate the financial benefits of Magic Notes. By focusing on the demonstrated time savings, the council identified opportunities to reinvest efficiency gains into preventive services. Specific use cases, such as supervision sessions, revealed time savings of around 75%, allowing the council to calculate the net financial benefits after accounting for the solution's costs. The scalability of Magic Notes suggests that it could potentially reduce the time spent on writing assessments and case notes by up to 50% across the board.

The project faced some technical challenges during its initial phase, including issues with name recognition, information repetition, and background noise affecting accuracy. However, the strong partnership between Kingston Council and Beam facilitated swift resolutions. Beam introduced features to mitigate background noise, enhance accuracy, and incorporate feedback mechanisms that allowed social workers to refine templates and workflows.

During testing, it became apparent that supervision processes required more than one standardised template. For instance, managers supervising senior staff discussed different topics compared to seniors supervising caseworkers. This feedback led to the creation of tailored templates to meet varying needs.

The success of Magic Notes in Kingston has inspired other councils to explore the tool's potential. The collaborative approach between Kingston Council and Beam has not only improved social care efficiency locally but also set the stage for broader adoption across the sector.

**See more:** <https://www.kingston.gov.uk/news/article/525/kingston-council-launches-ai-tool-to-free-up-time-for-frontline-social-workers>