



## HelpFirst: AI for complex needs management

By [HelpFirst](#)

HelpFirst demonstrates how **large language models (LLMs) can revolutionise case management by enabling caseworkers to work more efficiently and effectively**. By leveraging advanced AI, HelpFirst's solutions offer the equivalent of "1000 interns at their fingertips," reducing administrative burdens and unlocking new potential for improved service delivery. The results are better outcomes for vulnerable individuals, significant cost savings, and scalable solutions for the public and third sectors.

In the current landscape of social work, practitioners face overwhelming inefficiencies. Only 20% of their time is spent directly engaging with families, while 91% report emotional exhaustion due to administrative tasks. This systemic issue has led to backlogs, limiting the reach of services for those in need. HelpFirst's mission is to address these challenges using AI-powered tools designed to support caseworkers and vulnerable service users. By building solutions rooted in compassion, integrity, and craftsmanship, HelpFirst aims to transform the way services are delivered.

### HelpFirst's technology suite includes:

**Summarisation:** AI capabilities that distil lengthy case notes into focused, actionable summaries. This enables caseworkers to quickly understand client histories and produce necessary documentation without sacrificing quality or detail.

**Risk categorisation:** Their topic classification technology employs advanced machine learning algorithms, trained to the use case, to look for specific risks in service user history. This helps practitioners prioritise urgent cases and ensure vulnerable individuals receive timely attention. The technology continuously learns from user feedback, improving its accuracy and relevance over time.

**Visualisation:** Their visualisation tools translate complex case data into intuitive, interactive displays, providing supervisors with clear oversight of their team's work. Additionally, risk indicator systems highlight areas needing immediate attention. These tools reduce cognitive load on staff and enable faster, more informed decision-making across all levels of an organisation.

### The impact of HelpFirst's innovations is evident:

**Childline:** Summarisation tools achieved >90% quality assurance metrics and reduced write-up time from 12 minutes to seconds, enabling up to 60,000 additional counselling sessions annually.

- **Citizens Advice Scotland:** Improved case prioritisation and reduced stress for advisors, saving hundreds of thousands of pounds annually while enhancing client outcomes. Advisors unanimously reported spending more time on meaningful tasks and improved confidence in identifying urgent cases.

These results showcase the potential of AI to enhance efficiency, accuracy, and capacity in case management systems.

### Key learnings include:

- The effectiveness of AI systems like LLMs depends on scale, and investment in model growth will accelerate their transformative potential.
- Implementing LLMs demands unique expertise that blends traditional digital product development skills with new approaches to managing AI's non-deterministic behaviour.
- Unlike sales or generic customer service, case management involves addressing diverse, ongoing, and urgent needs where failures can have life-or-death consequences. This necessitates solutions specifically tailored to the field.

HelpFirst's team, combining diverse skills and backgrounds, has been instrumental in achieving these outcomes. Their focus on casework allows them to learn from multiple clients with similar needs to design impactful, scalable solutions.