



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Personnel Committee

2nd December 2019

Report of the Head of Human Resources

Matter for Information

HR Chatbot

1. Purpose of the Report:

The purpose of this report is to provide information to Members in relation to the pilot of a HR Chatbot within the Human Resources Team.

2. Background:

The HR Team has trialled the new Chatbot technology on behalf of the Council as a proof of concept. A short demonstration will be delivered at Committee to provide Members with an insight into the technology and what it can be used for.

3. Queries dealt with by the HR Chatbot

At present, the HR Chatbot deals with queries in relation to annual leave and flexi leave as the HR Team spend a lot of their time dealing with queries of this nature. It is anticipated that by using the Chatbot for the more straightforward type of queries, it will free up relevant officers within the HR Team to

deal with more complex queries and other more pro-active work.

Work is currently being undertaken to add queries in relation to the Council's Maternity Scheme to be programmed into the HR Chatbot, as this area too generates a lot of queries for the team.

4. Financial Impacts

The HR Chatbot is being developed jointly by the HR and ICT Teams so there are no financial implications associated with this development.

5. Integrated Impact Assessment:

There is no requirement to undertake an Integrated Impact Assessment as this report is for information purposes.

6. Valleys Communities Impacts:

No implications.

7. Workforce Impacts

There are no workforce implications in relation to the introduction of the HR Chatbot. The reason for its introduction is to pilot this technology for the Council and also to open up a new communication method with our employees who regularly use this technology outside work.

8. Legal Impacts

No implications.

9. Risk Management Impacts:

No implications.

10. Consultation:

There is no requirement for external consultation on this item'

11. Recommendations

It is RECOMMENDED that this report be NOTED.

FOR INFORMATION.

12. Appendices

None.

13. List of Background Papers

None

14. Officer Contact

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