

Human + AI Working Together



Chapter 6: What Agent First Means for Public Services

In Chapter 5, we explored the governance, security and trust frameworks required to support Human-Agent Teams and digital labour responsibly.

With those foundations in place, the focus can now shift to outcomes. What could Agent First mean in practice for organisations delivering critical public services?

Across local government, healthcare, policing, education and central government, organisations face increasing demand, constrained resources and growing complexity. Microsoft's vision for Frontier Firms offers an opportunity to rethink how work is delivered and how capacity can be expanded through Human-Agent Teams.

In this chapter, we explore practical examples of how Agent First could transform public services, examining the opportunities, challenges and potential outcomes for organisations preparing for the next era of work.



Reimagining Service Delivery Through Human-Agent Teams Public Services Are Facing a Perfect Storm

Across government, healthcare, policing and education, organisations face a common challenge. Demand is increasing, budgets remain constrained, workforces are stretched, expectations continue to rise, citizens expect faster services, patients expect better experiences, students expect personalised support, and communities expect public services to respond more effectively than ever before.

At the same time, public sector professionals are spending significant amounts of time on administration, reporting, information gathering and process management.

The challenge is not a lack of commitment.

The challenge is capacity.

This is why Microsoft's Agent First vision is generating significant interest across public services.

For the first time, organisations have an opportunity to augment human expertise with digital labour capable of supporting day-to-day activities at scale.

The objective is not simply efficiency.

The objective is better outcomes.

When routine work is reduced, public servants can spend more time doing the work that matters most. The following examples illustrate how Human-Agent Teams could reshape public services over the coming years.

Local Government

Creating Capacity for Better Citizen Services

Local authorities face growing pressures across almost every service area.

Housing. Planning. Adult social care. Children's services.

Waste management. Environmental services. Customer contact.

At the same time, many councils continue to rely on highly manual processes supported by fragmented systems and increasing administrative workloads.





Imagine a future where a housing officer begins their day with an Autopilot-generated briefing. Outstanding cases have already been prioritised. Recent policy changes have been analysed by Scout.

Relevant citizen information has been gathered automatically. Potential risks have been highlighted. Routine communications have already been prepared. Instead of spending the morning gathering information, the officer begins with the information they need to act.

Human-Agent Teams in Local Government

A typical team might include:

Housing Officer

- Makes decisions
- Supports residents
- Manages complex cases

Scout

- Monitors policy and legislative changes
- Identifies relevant case information
- Surfaces guidance and knowledge

OpenClaw

- Updates housing systems
- Retrieves information from partner portals
- Processes routine administrative tasks

Autopilot

- Coordinates workflows
- Tracks actions
- Escalates risks
- Monitors progress

The result is not fewer officers.

It is more capacity to focus on citizens.

Potential Outcomes

- Faster case resolution
- Reduced administrative burden
- Improved citizen experiences
- Better visibility of service performance
- More time for frontline support





Central Government

From Information Overload to Organisational Intelligence

Government departments generate vast quantities of information.

Policies. Consultations. Research. Correspondence. Briefings. Legislation. Reports.

One of the greatest challenges is not creating information. It is navigating it. Imagine a policy team responding to a new legislative proposal.

Today, analysts may spend days gathering information from multiple sources. Tomorrow, Scout could analyse previous policy decisions, identify related legislation, surface relevant research and provide an initial briefing within minutes.

Autopilot could coordinate stakeholder engagement, track actions and monitor progress. Employees remain responsible for recommendations and decisions. The time spent gathering information reduces dramatically.

Opportunities for Government Departments

- Faster policy analysis
- Improved evidence gathering
- Enhanced decision support
- Better knowledge management
- Reduced administrative effort

As government continues to modernise, access to organisational intelligence may become one of its most valuable capabilities.

Healthcare

Giving Time Back to Clinicians

Few sectors illustrate the potential of Agent First more clearly than healthcare. Clinicians spend years developing expertise. Yet many continue to devote significant portions of their day to administration.

**Documentation. Data entry. Reporting. Information retrieval.
Appointment management. Compliance activities.**

These tasks are essential. But they often reduce the time available for patient care.





Agent First creates opportunities to rebalance that equation. Imagine a clinician preparing for a consultation.

Before the appointment begins:

- Relevant patient information has been gathered
- Previous interactions have been summarised
- Outstanding actions have been highlighted
- Clinical guidance has been surfaced
- Administrative updates have been completed

The clinician remains responsible for care decisions. The digital workforce reduces the administrative burden surrounding those decisions.

Human-Agent Teams in Healthcare

Clinician

- Provides care
- Makes clinical decisions
- Supports patients

Scout

- Surfaces relevant knowledge
- Retrieves information
- Supports research

OpenClaw

- Updates systems
- Processes administrative activities

Autopilot

- Coordinates workflows
- Monitors actions
- Supports care pathways

Potential Outcomes

- More clinician time with patients
- Reduced administrative workload
- Improved information access
- Better patient experiences
- Greater operational efficiency





Policing

Turning Information into Actionable Intelligence

Modern policing depends heavily on information. Officers and analysts process intelligence from multiple sources every day. The challenge is often volume. Information exists. The difficulty lies in finding patterns, connecting insights and prioritising actions.

Imagine an intelligence analyst supported by Scout. New intelligence reports are reviewed automatically. Relevant patterns are identified. Related incidents are highlighted. Potential links are surfaced. The analyst receives insights rather than raw information.

OpenClaw updates systems and manages routine administration. Autopilot coordinates intelligence workflows and tracks actions. Human judgement remains central. The digital workforce increases analytical capacity.

Potential Applications

- Intelligence analysis
- Case preparation
- Information retrieval
- Compliance monitoring
- Administrative support

Potential Outcomes

- Faster intelligence processing
- Improved situational awareness
- Better information access
- More time for operational activities

Education

Supporting Staff and Improving Student Outcomes

Educational institutions face many of the same challenges as other public sector organisations. Growing workloads. Increasing administrative complexity. Pressure on resources. Rising expectations from students and stakeholders.





Imagine a university administrator managing student support activities. Instead of manually gathering information from multiple systems, Scout provides a consolidated view of relevant data.

OpenClaw updates records and manages routine administration.

Autopilot monitors workflows, identifies risks and tracks actions.

The administrator focuses on supporting students rather than managing systems.

The same principle can apply across:

- Admissions
- Student services
- Research administration
- Finance
- HR
- Compliance

Potential Outcomes

- Improved student experiences
- Better support services
- Reduced administrative burden
- Increased operational efficiency
- More time for teaching and student engagement

The Common Thread Across Public Services

Although each sector is different, the opportunities are remarkably similar. Public sector organisations are not struggling because they lack talented people. They are struggling because talented people spend too much time navigating complexity.

Agent First offers an opportunity to address this challenge. Not through workforce replacement. Through workforce augmentation.

Across every sector, Human-Agent Teams can help:

- Reduce administrative effort
- Improve access to information
- Increase organisational capacity
- Support better decision-making
- Enhance service delivery

This is where Microsoft's Frontier Firm vision becomes particularly relevant. The goal is not to automate public services. The goal is to empower public servants.



Challenges Public Sector Leaders Must Consider

The opportunity is significant. So are the responsibilities.

Public sector organisations must carefully consider:

- **Governance**
 - How should agents be monitored and controlled?
- **Trust**
 - How do we ensure confidence in AI-supported decisions?
- **Skills**
 - How do employees learn to work effectively alongside agents?
- **Security**
 - How do we protect sensitive information?
- **Ethics**
 - Where should human judgement remain mandatory?

These questions do not slow progress. They enable responsible progress. The most successful organisations will address them early.

Looking Ahead

The public sector has experienced multiple waves of digital transformation.

Online services. Cloud adoption. Mobile working. Automation.

Artificial Intelligence represents the next phase. The difference is that this transformation affects not only technology, but the nature of work itself.

The organisations that embrace Human-Agent Teams thoughtfully and responsibly will gain access to a new source of organisational capacity. At a time when demand continues to rise and resources remain under pressure, that capability could prove transformational.



Key Takeaways

Agent First provides public sector organisations with an opportunity to increase capacity without compromising accountability.

Human-Agent Teams allow public servants to focus more time on citizens, patients, students and communities. Scout, OpenClaw and Autopilot can help reduce administrative effort, improve access to information and support better decision-making.

Local Government, Central Government, Healthcare, Policing and Education all have significant opportunities to benefit from digital labour. The future of public services is not about replacing people with AI.

It is about empowering people with intelligent digital colleagues that help them deliver better outcomes.

How CPS Can Help

CPS has extensive experience supporting Local Government, Healthcare, Policing and Education organisations with digital transformation, AI adoption and service modernisation. We help public sector leaders identify practical opportunities to increase capacity, improve outcomes and prepare for Human-Agent Teams.

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**AI Strategy | Copilot | Copilot Studio & Agents | Agent Factory | Microsoft Fabric |
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Get in touch via hello@cps.co.uk



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