



Scepticism to Success: A Board Member's Guide to Gen AI.

Scepticism to Success: A Board Member's Guide to Gen AI.





CONTENTS

Introduction

Section 1: Generative AI Explained

Section 2: Preparing the Social Housing Boardroom for AI

Section 3: Practical Applications of Gen AI in Board Meetings

Section 4: Gen AI for Decision-Making

Section 5: Adopting Gen AI – A Step-by-Step Guide

Section 6: Building AI Literacy Among Board Members

Section 7: Overcoming Challenges and Resistance

Appendix

Appendix 1; Glossary

Appendix 2; Additional Reading

Appendix 3; About IWP





Introduction

Welcome to “A Board Member’s Guide to Gen AI”—a practical resource crafted for social housing board members like you who are charting the world of AI. We know AI can seem overwhelming, but this guide is here to break it down and show how it can help improve decision-making and operations in your boardroom. You’ll find real-life examples of how AI can be put to work in your role.

Our approach is straightforward and avoids confusing jargon. By the end of this guide, you’ll have a clear understanding of how AI can benefit both your board and your community.

How to Get the Most from This Guide:

- **Stay Curious:** Approach this guide with an open mind. Think of how AI might fit into your role.
- **Learn Through Examples:** The case studies provided are here to help you see how AI can work in real boardroom settings.
- **Consider Your Board’s Needs:** As you read, think about where AI could make the biggest difference in your board’s processes.
- **Collaborate:** Share what you’ve learned with fellow board members. Collective understanding is key to success.
- **Take Action:** Once you’ve finished reading, start planning how to implement AI into your governance, considering ethical issues and training needs.

We hope this guide gives you the confidence to adopt generative AI as a valuable tool, making your board’s work more effective and efficient



Section 1: Generative AI Explained

Understanding Generative AI: The Basics for Board Members

Generative AI is like having a digital assistant that goes beyond routine tasks. It helps craft reports, summarise long documents, and even forecast outcomes based on the data you feed it. This isn't about replacing your judgment—it's about giving you more tools to make informed decisions and streamline the way your board operates.

For social housing boards, where balancing community needs and efficient management is critical, the benefits of generative AI can be enormous. Imagine automating tasks like writing meeting minutes or analysing housing data. With AI, you can focus on what matters: making decisions that positively impact your community.

The Impact of Generative AI on Governance: Opportunities and Challenges

Opportunities:

- **Efficiency:** Automate time-consuming tasks, like creating reports or summarising tenant feedback, freeing up time for strategic planning.
- **Informed Decision-Making:** AI can process vast amounts of data—market trends, tenant demographics, regulatory changes—and deliver insights that help you make better, faster decisions.
- **Improved Communication:** Personalise communication to tenants, stakeholders, and other groups using AI, ensuring your messages are clear and relevant to each audience.

Challenges:

- **Ethical Considerations:** It's essential to address issues like data privacy and potential bias in AI-generated insights, ensuring that the technology is fair and benefits everyone in the community.
- **Learning Curve:** Like any new tool, AI requires time to learn. Training sessions for board members can ease the transition and build confidence in using AI tools.
- **Reliability and Oversight:** While AI can assist, human oversight is crucial to validate its recommendations and ensure it aligns with your board's values and goals.

Generative AI can be a game-changer in governance, but its success depends on a thoughtful approach. With the right training and ethical considerations, AI can help your board operate more effectively while keeping your community's needs at the forefront.



Section 2: Preparing the Social Housing Boardroom for AI

To ensure a smooth integration of generative AI in the boardroom, it's essential to address specific challenges and align AI use with your board's goals. Here's a step-by-step guide to get started:

- **Assessing Readiness:** Begin with an AI readiness workshop. This can help your board assess its digital infrastructure, data management, and the overall tech-savviness of members. These hands-on sessions will identify gaps and ensure everyone is on the same page about embracing AI.
- **Setting Goals:** Host a strategic planning session to define clear, measurable objectives. Whether it's improving administrative efficiency, enhancing decision-making with data, or improving tenant communication, setting focused goals will drive your AI efforts.
- **Infrastructure and Tools:** Introduce simple yet powerful tools like ChatGPT for content creation, Grammarly for refining communications, and Otter.ai for meeting transcription. Practical demonstrations of these tools can show just how much time AI can save, allowing board members to focus on bigger-picture tasks.
- **Integration Best Practices:** Start small. Use pilot projects in low-risk areas, such as automating meeting schedules or summarising reports, to get familiar with AI. Offer ongoing learning through workshops or online courses to help board members grow more comfortable with the technology.
- **Review and Adjust:** Establish regular reviews to measure AI's impact on board goals. Use feedback from board members to fine-tune your approach, ensuring that AI continues to align with your evolving needs.

Begin with tools that are user-friendly and specifically designed for non-technical users, ensuring that all board members can navigate them with ease. Training and support will be crucial to help everyone get up to speed.

Here are some examples of user-friendly tools that can facilitate various boardroom activities:

- **ChatGPT/Co-pilot/Gemini:** Ideal for generating text-based content, such as drafting emails, reports, and meeting summaries. Its conversational interface allows users to input requests in natural language, making it accessible for those without technical backgrounds.
- **AI Training Programs:** There are AI training platforms like [Coursera](#) or [Udemy](#), which offer AI-related courses to help board members build confidence in using AI tools. Alternatively, you can find curated AI courses and reading material on [IWP Exec AI Courses](#)
- **Grammarly:** This AI-powered writing assistant helps refine and polish board meeting minutes, reports, and communications. It offers suggestions for grammar, punctuation, style, and even tone, ensuring professional and clear communication.
- **Otter.ai:** An AI-powered transcription service perfect for converting meeting discussions into searchable, editable text. It can be particularly useful for ensuring accurate meeting minutes and for members who prefer auditory learning.

By following these steps, social housing boards can effectively leverage generative AI to enhance governance processes, making them more efficient, insightful, and responsive to community needs.



Section 3: Practical Applications of Gen AI in Board Meetings

Generative AI can streamline various aspects of board meetings, offering practical tools to improve efficiency and decision-making. Here's how:

Enhancing Agenda Preparation: AI can automatically generate agenda items by scanning past meeting minutes and upcoming project timelines. It highlights unresolved issues and prioritises urgent matters like budget approvals.

- **Practical Example:** Before each meeting, board members can use AI to scan previous discussions about a new housing project. The AI tool flags unresolved points and prioritises them for the next meeting, ensuring no important issue slips through the cracks.

Intelligent Document Analysis: AI tools can summarise complex reports and housing policies, making it easier for board members to extract key insights without spending hours sifting through documents.

- **Practical Example:** Ahead of a board meeting, board members can upload financial reports into an AI tool. The AI highlights increased expenditure, funding gaps, and key compliance issues, giving board members a clear, concise summary that saves time and ensures board members stay informed.

Real-Time Data Analysis and Insights: AI can analyse market trends and tenant demands, providing actionable insights that guide strategic planning for new housing developments.

- **Practical Example:** When the board considers building new social housing units, board members can input housing market data and tenant feedback into an AI tool. The AI suggests optimal locations and costs, allowing board members to make data-driven decisions that align with community needs.

Drafting and Reviewing Board Materials: AI helps automate the creation of meeting minutes and action items, ensuring consistency and accuracy while saving time.

- **Practical Example:** After each meeting, board members can input rough notes into an AI tool, which generates a detailed and structured report. This allows board members to quickly review and finalise the minutes, ensuring that every board member receives clear and actionable follow-up.

1. AI-Powered Meeting Tools: Consider incorporating tools like Microsoft Teams AI or Google Workspace which now offer real-time transcription and AI-powered meeting summaries to further streamline the process.

2. Automated Compliance Audits: AI tools can now help ensure that housing policies and board decisions comply with evolving regulations, reducing the need for manual checks and improving governance efficiency.

[Check out "Top 10 Compliance Automation Tools for 2024" review](#)

3. Data Privacy: Given the sensitive nature of tenant data, it's crucial to ensure that AI tools used comply with privacy regulations like GDPR, ensuring tenant data is securely managed and stored.

Each step includes practical, hands-on examples and training opportunities to familiarise board members with AI tools, making the integration process more interactive and effective.



Section 4: Gen AI for Decision-Making

Generative AI is a powerful tool that can significantly improve how your board approaches strategic decisions. Here's how it can help in real-life scenarios:

Scenario Analysis: Exploring Outcomes of Strategic Decisions with AI: AI can generate potential outcomes for different strategies, allowing your board to visualise the long-term effects of various decisions. For example, you could analyse the pros and cons of building new housing units versus renovating existing ones, factoring in budget constraints, potential government subsidies, and demand forecasts.

- **Practical Example:** By using tools like GPT, Board members can input project descriptions and relevant data such as budget limits and expected community impact. The AI then generates projections, helping the board understand the financial and operational implications of each option. This data-driven approach leads to more informed, strategic decisions.

Risk Assessment: Identifying and Evaluating Risks with AI Support: AI excels at risk assessment by analysing historical data and predicting potential challenges in future projects. Tools like DataRobot can assess risks such as budget overruns, construction delays, or regulatory hurdles, providing board members with detailed insights.

- **Practical Example:** Before committing to a new housing project, board members can input past project data into an AI tool. The AI identifies risks, such as previous budget overruns or challenges in securing permits, and predicts the likelihood of these issues recurring. This foresight enables the board to allocate resources more effectively or adjust timelines, ensuring smoother project execution.

Stakeholder Engagement: Personalising Communications with Generative AI: AI can also be used to tailor communication to different stakeholders, whether it's tenants, local authorities, or investors. Tools like ChatGPT can draft personalised messages based on stakeholder preferences and project updates, keeping everyone informed and engaged.

- **Practical Example:** Bob uses AI to draft individualised updates for tenants, focusing on how new projects will improve their living conditions. Meanwhile, the AI generates detailed reports for investors, highlighting how their contributions are making a difference. This ensures that communications are clear, relevant, and tailored to each group, fostering trust and transparency.

Additional Tools:

- **AI for Risk Assessment and Compliance:** Consider integrating tools [like MEGA's AI-driven risk management system](#), which can automate compliance monitoring and generate real-time insights to help ensure that the board stays ahead of potential regulatory issues and risks. These tools streamline compliance processes, allowing for faster, data-backed decision-making.

Real-Time Data Analytics: Tools like [Hyperproof](#) and [Vanta](#) can offer real-time analysis of regulatory risks and compliance requirements. These platforms automate audits, continuously monitoring data and providing alerts when compliance issues arise.



Chapter 5: Adopting Gen AI – A Step-by-Step Guide

To successfully integrate generative AI into the boardroom, it's essential to adopt a structured and thoughtful approach that accounts for individual readiness, collective action, and ongoing support. Here's how:

Individual Board Member Preparation:

- **Identify How AI Can Support Your Role:** Start by understanding the specific tasks AI can assist you with, whether that's generating reports, analysing tenant data, or streamlining communications. Consider which areas in your role can benefit most from automation or improved insights.
- **Explore and Trial AI Tools:** Test out various AI tools to see what fits your needs. For instance, ChatGPT for content creation or Otter.ai for meeting transcription. During this phase, explore free trials or sandbox environments that allow you to test tools before fully integrating them into your workflow.
- **Select and Customise Tools:** Once you've identified the right AI tools, customise them to suit your needs. Look for solutions that offer user-friendly interfaces and strong customer support to ensure a smooth transition.

Collective Board Implementation:

- **Discuss AI's Potential and Set Shared Goals:** In your next board meeting, bring up the potential of AI to improve efficiency and decision-making. Encourage an open discussion about the board's goals—whether it's reducing manual tasks, improving tenant communication, or making data-driven decisions.
- **Trial Selected AI Tools and Gather Feedback:** Select a few AI tools that align with the board's goals and conduct trials. For instance, you might try Grammarly for refining communication or Microsoft Teams' AI capabilities for meeting management. Gather feedback from all members to ensure these tools meet the board's collective needs.
- **Training and Comfort:** Arrange training sessions to ensure all members feel comfortable using the chosen AI tools. Include hands-on workshops to help everyone understand how AI can fit seamlessly into existing workflows.
- **Integrate AI into Standard Procedures:** Once you've completed the trial phase, integrate AI tools into your standard boardroom operations. Regularly review and refine your processes based on feedback and evolving AI capabilities.

Best Practices and Support:

- **Consistency:** Use AI tools regularly across all board activities, from meeting scheduling to tenant communications. Consistent use helps familiarise members with AI's benefits and ensures everyone is on the same page.
- **Collaborative Environment:** Encourage a culture where board members share AI-generated insights and contributions. This fosters collaboration and ensures the board takes full advantage of AI's potential.
- **Ongoing Learning:** Access online courses or arrange in-depth workshops on AI functionalities. AI is an evolving field, so it's important to stay updated on the latest developments.



Chapter 5: Adopting Gen AI – A Step-by-Step Guide (continued)

Examples of Generative AI in Action

To Adhere to New Consumer Regulations:

- **Regulation Analysis:** Use AI to digest and summarise regulatory updates, helping the board understand key points and necessary actions quickly.
- **Policy Gap Analysis:** AI tools can highlight discrepancies between current policies and new regulatory requirements, making it easier to identify areas for improvement.
- **Drafting Policy Updates:** AI can draft initial policy revisions to align with updated regulations, with a focus on tenant welfare.
- **Tenant Communication:** Use AI to craft clear, personalised messages for tenants, explaining how policy changes will affect them.

To Balance Financial Viability with Governance:

- **Financial Analysis:** AI can analyse financial reports to pinpoint strengths, weaknesses, and areas of potential non-compliance.
- **Governance Compliance Check:** AI tools like Vanta or Hyperproof can ensure that governance practices align with evolving regulations, making compliance audits faster and more reliable.
- **Strategic Planning Assistance:** AI-driven simulations can model different financial scenarios, helping the board make informed decisions that balance financial health and regulatory compliance.
- **Report Generation and Monitoring:** Use AI to generate real-time reports and continuously monitor financial health, ensuring the board stays proactive during economic uncertainties.

To Improve Tenant Satisfaction:

- **Feedback Analysis:** AI can categorise and analyse tenant feedback, identifying areas for improvement quickly and efficiently.
- **Strategic Solutions:** AI tools generate actionable strategies based on feedback, aligning with Tenant Satisfaction Measures and other regulatory requirements.
- **Implementation Planning:** AI can help create detailed implementation plans, ensuring smooth execution of strategies designed to improve tenant satisfaction.
- **Satisfaction Tracking:** Continuously track changes in tenant satisfaction over time, adjusting strategies as needed to ensure the board's decisions are responsive to tenant needs.

This structured approach and practical examples of AI use in social housing governance ensure that board members are equipped to leverage AI to its fullest potential. By adopting tools like **Vanta**, **Grammarly**, and **Otter.ai**, and following a phased, thoughtful integration strategy, the board can significantly enhance its decision-making, efficiency, and stakeholder engagement.



Section 6: Ethical Considerations and Data Security

When integrating generative AI into social housing governance, it's vital to be mindful of the ethical landscape. AI offers powerful tools, but its responsible use is crucial to maintaining trust, fairness, and security. Here's how to navigate these concerns:

Charting the Ethical Landscape: Understanding AI Ethics in Governance

Employing AI responsibly means ensuring that all decisions and communications are fair, transparent, and inclusive. This is particularly important in social housing, where decisions directly impact vulnerable communities. For instance, when using AI for tenant feedback analysis, it's essential to ensure the tool accounts for diverse voices and doesn't overlook input from marginalised groups. AI should be used as a tool to enhance fairness, not diminish it. This balance between technology and a human-centred approach is critical to ensuring that AI serves everyone in your community equitably.

Data Privacy and Security: Safeguarding Sensitive Information with AI

Data privacy is a top priority when handling sensitive tenant information, financial records, or boardroom discussions. AI tools must be equipped with robust encryption and data protection measures. For example, when using transcription tools like Otter.ai to capture meeting notes, ensure that the platform complies with data protection regulations such as GDPR. This involves setting up secure access controls and regularly reviewing data handling practices to minimise risks. In an age where data breaches are a serious concern, boards must be vigilant in safeguarding information while taking advantage of AI's efficiency.

Bias and Fairness: Mitigating Biases in AI-Generated Insights and Decisions

AI is only as good as the data it learns from, and if that data is biased, the AI's outputs will reflect those biases. To ensure fairness, it's important to choose AI tools that have been designed to reduce bias. For example, when analysing housing needs or deciding where to allocate resources, AI platforms trained on diverse and inclusive data sets are essential. Tools like **IBM's AI Fairness 360** are specifically designed to audit and mitigate bias in AI models. Regularly reviewing AI decisions for fairness, and adjusting criteria as needed, will ensure your board's decisions are equitable and just.

Tools to Consider

- 1. Bias-Detection Tools:** Tools like AI Fairness 360 and [Fairlearn](#) can help detect and mitigate bias in decision-making processes, ensuring your AI recommendations don't inadvertently favour one group over another.
- 2. Data Encryption and Privacy:** Platforms like Drata or Vanta can ensure that the AI tools you use comply with strict data security and privacy regulations such as GDPR or CCPA.
- 3. Ethics Audits:** Schedule regular ethics audits of the AI systems in place. These audits can ensure that AI tools are still aligned with the board's values and community goals, especially as new data is processed

By staying proactive in these ethical and security considerations, board members can ensure AI is used responsibly and continues to serve the best interests of the community. AI, when handled thoughtfully, can transform governance into a more efficient and fair process, but only if we remain vigilant in addressing its potential risks.



Section 6: Building AI Literacy Among Board Members

To effectively incorporate AI into the boardroom, it's essential to build a solid foundation of AI literacy among board members. Here's how your board can approach it:

- **Educational Resources:** Start by exploring interactive online courses from platforms like [Coursera](#) and [edX](#), which offer beginner-friendly lessons on AI and machine learning. For more current updates on AI advancements, encourage members to read accessible articles on [Medium](#) or [Towards Data Science](#). These resources provide a mix of technical understanding and real-world AI applications.
- **Workshops and Training:** Hands-on learning is often the best way to build comfort with new technology. Organise workshops led by AI experts, where board members can interact directly with tools like [ChatGPT](#) for communication or [Otter.ai](#) for transcribing meeting minutes. These sessions should be practical and focused on real-world use cases relevant to social housing governance, ensuring members can see the direct benefits of using AI.
- **Fostering a Culture of Innovation:** To keep the momentum going, encourage a culture of continuous learning and innovation. Share AI-related insights during board meetings, set up a digital forum for members to discuss AI developments, and recognise creative AI applications within the board. By celebrating small wins, such as improving tenant communication or streamlining decision-making processes with AI, you can underline the importance of adopting and adapting to new technologies.

For Consideration:

1. **AI Learning Platforms:** Consider mentioning newer platforms like [Udacity](#) and [DataCamp](#), which also offer AI courses tailored for professionals with no technical background.
2. **AI Forums and Discussions:** Create a dedicated space—such as a Slack channel or Google Group—where board members can share interesting AI articles or ask questions about tools they're exploring.
3. **Peer Learning:** Organise "learning buddy" sessions where board members pair up to explore AI tools together, sharing tips and learning from each other's experiences.

By building AI literacy in a structured, accessible way, your board can gradually embrace AI technologies with confidence and ensure that all members are on board with this digital transformation.



Section 7: Overcoming Challenges and Resistance

Adopting new technology like generative AI can come with its fair share of challenges, but there are practical steps you can take to help overcome resistance and ensure a smooth transition.

- **Address Common Hurdles:** Many board members may feel unsure about AI's role or its complexity. Hosting hands-on workshops that clearly explain how AI can streamline routine tasks, such as drafting meeting minutes or analysing tenant feedback, can demystify the technology. Use real-life examples to show how AI reduces workload and frees up time for strategic decision-making.
- **Change Management:** Introducing AI through a pilot project in a non-critical area can give board members a low-pressure opportunity to see AI in action. For instance, use AI tools to draft internal communications or summarise board meetings. Once members experience the efficiency and accuracy AI brings, they'll be more open to broader adoption.
- **Engage Sceptics:** For those who are still hesitant, showcase successful AI implementations from similar boards or sectors. Present data on how AI has improved efficiency boosted tenant satisfaction, or enhanced decision accuracy. Organising live demos of AI tools, such as **ChatGPT** for communications or **Otter.ai** for meeting transcriptions, can help sceptics see firsthand how user-friendly and practical these tools are.

Summary: Steps to Integrating Generative AI in the Boardroom

When considering how to bring generative AI into your boardroom, it's essential to approach it thoughtfully and strategically. Here are some key steps to follow:

- **Identify Objectives:** Start by clearly defining what you want AI to achieve. Are you aiming to improve decision-making efficiency, enhance stakeholder communication, or automate repetitive tasks like drafting reports?
- **Select Tools:** Choose AI tools that fit your needs. For example, use ChatGPT for drafting documents, Otter.ai for transcribing meetings, or Grammarly for refining communication. Select tools that align with your board's specific goals and are easy for everyone to use
- **Pilot Program:** Begin with a pilot program to test the waters. Implement AI for a non-critical task, such as using AI to set the agenda for a few meetings. Assess how it impacts workflow and productivity.
- **Training:** Make sure all board members are comfortable using the tools by providing hands-on training sessions. Workshops or webinars from the tool providers can offer practical guidance, making the transition easier for everyone.
- **Integration:** Gradually expand AI usage into broader board activities based on feedback from the pilot. For example, you might extend AI to analyse tenant feedback or manage internal communications.
- **Review & Adjust:** Regularly review the effectiveness of the AI tools and adjust your strategy based on board feedback and the evolving needs of the organisation. This ensures that AI remains a valuable tool aligned with your objectives.



Section 7: Overcoming Challenges and Resistance (continued)

Key Measures of Success

To measure how well AI is working for your board, keep an eye on these metrics:

- **Efficiency Improvement:** Are you saving time on tasks like preparing meeting materials or analysing data?
- **Enhanced Decision-Making:** Are your decisions more informed, backed by AI-driven insights and analytics?
- **Increased Engagement:** Has communication with stakeholders, like tenants or other partners, improved?
- **Adoption Rate:** Are board members actively using the AI tools, and is there a high level of comfort with them?
- **Feedback and Satisfaction:** Is the feedback from board members positive, and do they feel that AI is making their work easier and more effective?

By following these steps and tracking your progress through clear metrics, your board can successfully integrate AI in a way that enhances both efficiency and decision-making. Start by identifying areas where AI can make the biggest impact, select the right tools, and gradually implement them, ensuring continuous feedback and adjustment. The journey to AI-enhanced governance will lead to more streamlined and informed board operations, ultimately benefiting the communities you serve.

Appendix 1 Glossary

Artificial intelligence glossary

These definitions are taken from the Parliamentary Office of Science and Technology and the Alan Turing Institute.

Algorithms

A sequence of rules that a computer uses to complete a task. An algorithm takes an input (e.g. a dataset) and generates an output (e.g. a pattern that it has found in the data). Algorithms underpin the technology that makes our lives tick, from smartphones and social media to sat nav and online dating, and they are increasingly being used to make predictions and support decisions in areas as diverse as healthcare, employment, insurance and law. (The Alan Turing Institute, 2024)

Artificial Intelligence

The UK Government's 2023 policy paper on '[A pro-innovation approach to AI regulation](#)' defined AI, AI systems or AI technologies as "products and services that are 'adaptable' and 'autonomous'." The adaptability of AI refers to AI systems, after being trained, often developing the ability to perform new ways of finding patterns and connections in data that are not directly envisioned by their human programmers. The autonomy of AI refers to some AI systems that can make decisions without the intent or ongoing control of a human. (UK Parliament, 2024)

Bias

Unfairness can arise from problems with an algorithm's process or the way the algorithm is implemented, resulting in the algorithm inappropriately privileging or disadvantaging one group of users over another group. Algorithmic biases often result from biases in the data that has been used to train the algorithm, which can lead to the reinforcement of systemic prejudices around race, gender, sexuality, disability or ethnicity. (The Alan Turing Institute, 2024)

Data

Any information that has been collected for analysis or reference. Data can take the form of numbers and statistics, text, symbols, or multimedia such as images, videos, sounds and maps. Data that has been collected but not yet processed, cleaned or analysed is known as 'raw' or 'primary' data. (The Alan Turing Institute, 2024)

Deep Fakes

Pictures and videos that are deliberately altered to generate misinformation and disinformation. Advances in generative AI have lowered the barrier to the production of deepfakes. (UK Parliament, 2024)

Deep Learning

A subset of machine learning that uses artificial neural networks to recognise patterns in data and provide a suitable output, for example, a prediction. Deep learning is suitable for complex learning tasks and has improved AI capabilities in tasks such as voice and image recognition, object detection and autonomous driving. (UK Parliament, 2024)

Generative AI

An AI model that generates text, images, audio, video or other media in response to user prompts. It uses machine learning techniques to create new data that has similar characteristics to the data it was trained on. Generative AI applications include chatbots, photo and video filters, and virtual assistants. (UK Parliament, 2024)



Appendix 1; Glossary (continued)

Human In the Loop

A system comprising a human and an artificial intelligence component, in which the human can intervene in some significant way, e.g. by training, tuning or testing the system's algorithm so that it produces more useful results. It is a way of combining human and machine intelligence, helping to make up for the shortcomings of both. (The Alan Turing Institute, 2024)

Large Language Models (LLM's)

A type of foundation model that is trained on vast amounts of text to carry out natural language processing tasks. During training phases, large language models learn parameters from factors such as the model size and training datasets. Parameters are then used by large language models to infer new content. (UK Parliament, 2024)

Machine Learning

A type of AI that allows a system to learn and improve from examples without all its instructions being explicitly programmed. Machine learning systems learn by finding patterns in training datasets. They then create a model (with algorithms) encompassing their findings. This model is then typically applied to new data to make predictions or provide other useful outputs, such as translating text. (UK Parliament, 2024)

Responsible AI

Often refers to the practice of designing, developing, and deploying AI with certain values, such as being trustworthy, ethical, transparent, explainable, fair, robust and upholding privacy rights. (UK Parliament, 2024)

Appendix 2; Additional Reading:

- [A Board Member Guide to Overseeing AI](#)
- [What Board Leaders Think About Gen AI](#)
- [Embracing AI in Social Housing](#)

[Check out IWP's additional free AI Board/Exec Tools and Resources.](#)

Appendix 3; About IwP:

At Insight with Purpose (IwP), we're here to help social housing leaders like you navigate the complexities of AI in a way that makes sense. We know that AI can feel overwhelming, so we focus on offering practical tools and insights that simplify the process, whether you're managing day-to-day operations or making big-picture decisions for the future.

For board members, our AI tools help streamline routine tasks and enhance governance, allowing you to focus on what truly matters—delivering value and impact. For executives, we provide the insights and resources needed to drive innovation and stay ahead of the curve.

With over 15 years of experience, we combine sector knowledge with AI expertise with our partners to create solutions that are accessible, relevant, and actionable. We're committed to working alongside you every step of the way, turning complex technology into real-world results.

At IwP, we're not just another tech provider. We're your Co-Pilot, helping you use AI to unlock new possibilities in social housing.

Peter Lunio
Director
Insights With Purpose

 peter.lunio@iwp-uk.com

 07990 550722

 www.iwp-uk.com

