

Record of operational decision

Decision title:	Award of a contract for a cloud-based solution and associated service for an AI-powered recording, transcription and custom template generation solution specifically tailored for statutory social care workflows.
Date of decision:	23 December 2025
Decision maker:	Corporate Director of Children and Young People
Authority for delegated decision:	Under the Chief Executive's scheme of delegation , general delegations, the Corporate Director of Children and Young People has delegated the power to officers to act on behalf of the Council in relation to any incidental operational matters within the service areas for which they are responsible. This includes spending decisions and shall be in accordance with contract and financial procedure rules and approved capital and revenue budget.
Ward:	Countywide
Consultation:	Consultation with social care and support staff within Children's Services and Community Wellbeing.
Decision made:	To award a contract to Beam Up Ltd for a cloud-based solution and associated service for an AI-powered recording, transcription and custom template generation solution, specifically tailored for statutory social care workflows. The contract is for a period of one-year at a cost of £75,000.
Reasons for decision:	Magic Notes is a proven solution that can be used by frontline practitioners across the Council's children's and adult social care services, as well as staff in support roles. Magic Notes is a specialist tool that can be used to instantly create detailed assessments and transcripts to support case work. It will record and transcribe meetings into custom-built templates by automatically structuring visits, assessments, meetings and case notes into statutory formats that can be reviewed and uploaded onto the Council's case management system, which in turn will have a positive impact on time savings, allowing for cases to be progressed more efficiently. Magic Notes meets and aligns with statutory care and compliance requirements and supports practitioners in a strength-based approach.
Equality Considerations	Procurement was carried out under the G-Cloud 14, which operates under the Public Contracts Regulations 2015, and requires fair and non-discriminatory treatment of suppliers. Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows: A public authority must, in the exercise of its functions, have due regard to the need to a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act; b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Highlight any associated risks/finance/legal/equality considerations:	<p>The cost of Magic Notes is £75,000 for a one-year contract and there is an approved budget in place to support the contract, split between the Children and Young People and the Community Wellbeing directorates.</p> <p>Magic Notes is compliant with GDPR, data handling and information security policies.</p>
Details of any alternative options considered and rejected:	<p>Options considered:</p> <p>Do nothing – this has been rejected as this would mean social care and support staff continue with manual notetaking, which would have a negative impact on time savings due to the amount of time spent on administrative tasks to progress case work.</p>
Details of any declarations of interest made:	<p>None</p>

Signed:

Date: 22nd January 2026