



Freedom of Information Request FOI 26 15

Use of AI

Query and reply:

Please provide answers to the following:

Points 1,2,3 all are part of the scoping once the strategy is signed off.

1. AI Use in Operations **Not officially as yet**

Does your organisation currently use any form of Artificial Intelligence (AI) or automated systems in its operations?

- If yes, please list the tools or systems in use and provide a brief description of their purpose (e.g., administrative support, triage, analytics, chatbot services, etc.).
- If not, please state whether your organisation has explored or piloted any AI-based technologies in the past 3 years.

2 AI for Decision-Making **No**

Does your organisation use AI or algorithmic systems to support or inform decision-making in any area (e.g., resource allocation, risk assessments, case prioritisation)?

- If yes, please describe the type of decision-making supported and the nature of the AI's role (e.g., advisory, automated assessment, automated decision).
- Please also confirm whether human oversight is applied.

3. AI Chatbots and Customer Interaction **No**

Does your organisation currently use chatbots or virtual assistants—AI-driven or rules-based—to support public enquiries or internal staff functions?

- If yes, please specify their purpose, whether they are AI-based, and when they were implemented.

4. Policies and Governance **YES – Acceptable Use of AI procedure attached.**

Does your organisation have any formal policy, strategy, or guidance relating to the use of Artificial Intelligence or automated decision-making?

- If yes, please supply a copy or provide a link.
- If not, please indicate whether such a policy is in development.

5. Data Protection and Ethics **As per policy above**

If AI systems are used, what measures or frameworks does your organisation have in place to ensure:

- Compliance with data protection and privacy obligations
- Transparency for service users
- Ethical or responsible use

(For example, DPIAs, algorithmic impact assessments, ethical guidelines—if applicable.) **Our current framework for using AI is set out in our acceptable use of AI procedure. All use cases of AI need to be approved by our Digital Data**



and Technology Board, following Data and People impact assessments and need to follow the ethical guidance set out in the procedure attached.

6. Trials, Pilots, or Future Plans **In the process of developing and signing off a Strategy to commence work in the 12-24 months.**

Has your organisation run any pilots, trials, or exploratory projects involving AI in the last 3 years, or does it plan to do so in the next 12–24 months?

- If yes, please provide brief details of the purpose, timeline, and status of these initiatives. **No specific details at this time, part of the strategy is to scope and build the detailed plan.**

7. Staff Training and Awareness

Does your organisation provide any training, guidance, or internal communications to staff relating to AI, its use, or its implications?

- If yes, please describe the type of training or include documents if available. **Guidance to our staff is provided via the Acceptable use of AI procedure, copy attached.**

Information/Detail accurate on the date provided: 28, January 2026