

## **Freedom of Information – Response – 27192**

*Under the Freedom of Information Act (2000), I would like to request the following information regarding usage of Artificial Intelligence within your councils' services:*

### *1. Tools and Implementation*

*A. Does your organization utilize any form of Artificial Intelligence or automated systems within its operations?*

Yes

*B. If yes, please list specific tools, programs or platforms in use and identify which service areas they are deployed in. (E.g., social care, housing, customer services).*

Microsoft 365 Copilot – assisting with everyday productivity across the organisation

Vaisala – used to survey highways street furniture

LiquidLogic Formflow – recording and summarising interactions with Adult social care customers

In addition, suppliers provide AI tools within their applications to support business processes

*C. Are any artificial intelligence tools being piloted, please provide brief details of its purpose, timeline and evaluation criteria if so.*

Beam Magic Notes – records and summarises conversations for uploading by practitioners into Children's applications. Evaluation is related to accuracy and efficiency.

Microsoft 365 – retrieving information from SCC website, retrieving HR & Finance information from internal knowledgebases, Blue Badge eligibility checker

*D. Do you have any AI tools specifically used for social care, housing services, bin routes or housing services?*

LiquidLogic Formflow (Social care)

### *2. Efficiency & Impact*

*A. Has use of AI boosted efficiency within your organization?*

Yes

*B. Has there been any formal or informal measurement of time saved, and efficiency gained because of artificial implementation? If so, please provide the findings.*

No

*C. Can you identify specific areas where it has worked well?*

Summarisation of documents and conversations, retrieving information from internal data sources

*D. How much of the staff within your organization has access to AI tools?*

All staff have access to MS Copilot Chat

### *3. Governance & Policy*

*A. Do you have a formal AI strategy, policy or governance board in place? If so, please provide a copy or a link to it.*

AI policy [SCC AI Policy](#)

*B. Is a Data Protection Impact Assessment (DPIA) or any similar procedure required before any AI tool is deployed?*

Yes

*C. Has an Equality Impact Assessment been completed for any AI tools in use?*

Not to date based on usages

*D. Do you require human oversight for AI-assisted outputs or decisions? Please describe how this is enforced.*

Yes – enforced through policy and technical breaks in process requiring a human action

*E. Is there a designated individual or team responsible for AI oversight within your organization?*

Yes

### *4. Ethics & Privacy*

*A. How have ethical risks such as bias, or privacy been addressed in the usage of AI within your organization?*

SCC's AI Policy identifies ethical risks as being training model bias, data quality issues, lack of diversity, and misleading outputs.

One of the five core AI principles within SCC is that of fairness, i.e. that AI outputs are not influenced by gender, age, race, or any other discriminatory biases. In addition, the council's use of AI is tied into its existing information risk management controls, including compliance with the council's suite of information governance policies, and guidance from the ICO around organisational use of AI tools.

The council operates a robust Data Protection Impact Assessment (DPIA) process which means that operational risks around the use of AI tools are considered before a decision is taken about whether a particular tool is appropriate for use within SCC. Any significant ethical risks identified through the DPIA process can be escalated to the council's Ethics Panel if required.

The council's Digital Data and Technology Governance Board and its Corporate Information Governance Board oversee compliance, and all users are accountable for AI outcomes and must validate outputs.

*B. How do you address risks of bias, particularly in services affecting vulnerable groups such as children, elderly residents, or benefit claimants?*

Please see the response provided to question 4A above.

*C. Are residents informed when AI has been involved within decisions or communications affecting them? If so, how?*

Yes – via Privacy Notices

## *5. Staff & Culture*

*A. Has your organization provided training or guidance regarding the usage of AI tools?*

Yes

*B. How have staff concerns around AI, such as job displacement been addressed?*

Concerns are addressed with users as each user case is reviewed. AI is deemed an enabler to support staff in their roles, it is not intended to replace existing staff.

## *6. Future Plans*

*A. Are there any AI tools, pilots or strategies planned for the next 12-24 months? If yes, please provide detail.*

Yes – To expand use of MS Copilot knowledge and capabilities within the organisation through a dedicated centre of excellence.