

FOI REF:	17038
RESPONSE SENT:	12 th May 2026

Request

Tools and Implementation

- A. Does your organization utilize any form of Artificial Intelligence or automated systems within its operations?
- 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).
- C. Are any artificial intelligence tools being piloted, please provide brief details of its purpose, timeline and evaluation criteria if so.
- D. Do you have any AI tools specifically used for social care, housing services, bin routes or housing services?

Efficiency & Impact

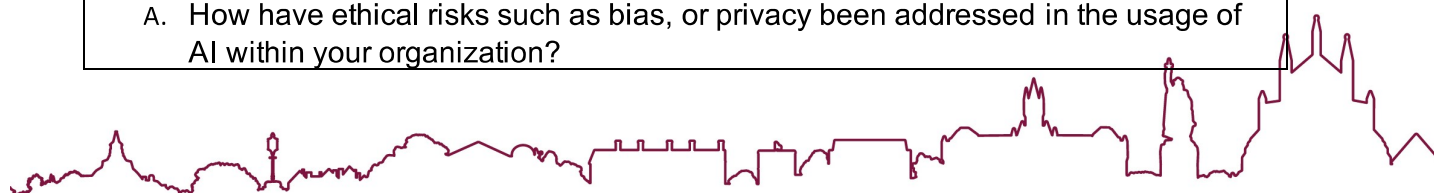
- A. Has use of AI boosted efficiency within your organization?
- B. Has there been any formal or informal measurement of time saved, and efficiency gained because of artificial implementation? If so, please provide the findings.
- C. Can you identify specific areas where it has worked well?
- D. How much of the staff within your organization has access to AI tools?

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.
- B. Is a Data Protection Impact Assessment (DPIA) or any similar procedure required before any AI tool is deployed?
- C. Has an Equality Impact Assessment been completed for any AI tools in use?
- D. Do you require human oversight for AI-assisted outputs or decisions? Please describe how this is enforced.
- E. Is there a designated individual or team responsible for AI oversight within your organization?

Ethics & Privacy

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



- B. How do you address risks of bias, particularly in services affecting vulnerable groups such as children, elderly residents, or benefit claimants?
- C. Are residents informed when AI has been involved within decisions or communications affecting them? If so, how?

Staff & Culture

- A. Has your organization provided training or guidance regarding the usage of AI tools?
- B. How have staff concerns around AI, such as job displacement been addressed?

Future Plans

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

Response

Tools and Implementation

- A. A – Yes
- B. B - Winchester is using a few Co-pilot paid licences for some specific users.
- C. C - No specific tools are being piloted
- D. D – No

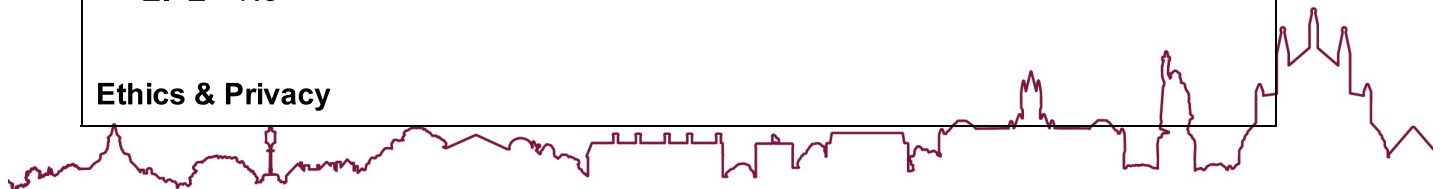
Efficiency & Impact

- A. A – Yes
- B. B – No, no baseline measured
- C. C – Processes and aggregating information
- D. D – Not measured

Governance & Policy

- A. A – No
- B. B – No
- C. C – No
- D. D – No
- E. E – No

Ethics & Privacy



- A. A – No formal process in place
- B. B – Not using AI for these services
- C. C – AI is never used to produce end user communications

Staff & Culture

- A. A – Not deployed corporately. Only selected users have access.
- B. B – No discussions at this point. Not corporately adopted so has no impact.

Future Plans

- A. A – No discussions at this point. Not corporately adopted.

