



Information Governance Team

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06 February 2026

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI786351260**

Thank you for your request for information relating to Use of Artificial Intelligence.

You have requested the following information:

I am submitting an FOI request seeking to understand how public bodies are exploring or applying Artificial Intelligence (AI) to support service delivery. These questions are intended to gather insights into current practice, governance, and future planning. They should not be interpreted as critical; we are simply researching how public services are approaching emerging technologies.

1. AI Use in Operations

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

o 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.).

o If not, please state whether your organisation has explored or piloted any AI-based technologies in the past 3 years.

Yes. However, the information you have requested is exempt from disclosure under Section 31(1) (a) and Section 31 (3) of the FOIA Act 2000. Section 31 of the FOIA relates to Law Enforcement and Section 31(3) removes the public authority's duty to confirm or deny whether information is held if to do so would, or would be likely to prejudice law enforcement.

It is the Council's view that disclosing further details, would be likely to compromise the Council's

information security strategies by giving cyber criminals insight into vulnerabilities which may, or may not, exist.

Section 31(3) is a qualified exemption, as such we have gone on to perform a public interest test in order to assess the public interest arguments for and against declaring whether or not the requested information is held.

Please see our Cyber Security/ICT guidance published on our website for more information about non-disclosure reasons at:

<https://www.coventry.gov.uk/downloads/file/43071/ccc-s31-cyber-foi-exemption>

To assist, you may contract information using the link below:

<https://www.coventry.gov.uk/contractsregister>

2. AI for Decision-Making

2. 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)?

o 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).

o Please also confirm whether human oversight is applied.

Yes. This is one of our pilot areas where we are investigating a tool to assist with screening of Household Support Fund application. An AI tool checks to see if the correct evidence has been provided. Human oversight is always applied and no automated processing takes place.

3. AI Chatbots and Customer Interaction

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

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

Yes Elections and Blue Badge Chatbot's launched in the last 3 months.

4. Policies and Governance

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

o If yes, please supply a copy or provide a link.

o If not, please indicate whether such a policy is in development.

Yes. The information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

Presentation at Scrutiny Co-ordination Committee March 2025 setting our direction of intent for use

of Artificial Intelligence:

<https://edemocracy.coventry.gov.uk/ieListDocuments.aspx?CId=151&MId=13232&Ver=4>

A final draft Generative AI Policy is in progress.

5. Data Protection and Ethics

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

o Compliance with data protection and privacy obligations

o Transparency for service users

o Ethical or responsible use

(For example, DPIAs, algorithmic impact assessments, ethical guidelines—if applicable.)

Contractual terms, Data Sharing Agreements, Data Processing Agreements

Privacy Notices

Data Protection Impact Assessments

6. Trials, Pilots, or Future Plans

6. 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?

o If yes, please provide brief details of the purpose, timeline, and status of these initiatives.

Yes Details of our activity are available in this document accessible here:

<https://edemocracy.coventry.gov.uk/documents/s63185/Appendix+1+-+Artificial+Intelligence.pdf>

7. Staff Training and Awareness

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

o If yes, please describe the type of training or include documents if available.

Yes Internally produced intranet communications and sharing of best practice information. Some training has been delivered by an external facilitator.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane,

Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance