

8 August 2025

FOI Ref 21477

**Request - You asked us the following:**

Have you trialed or implemented any generative AI tools?

Does Staffordshire Police currently use artificial intelligence (AI) in any public-facing capacity? (e.g. chatbots, virtual agents, digital assistants, facial recognition)

What was your total spend on AI or automation technologies in the financial year 2023/24?

Do you plan to increase your budget for AI and digital citizen engagement tools in the financial year 2025/26?

Have you measured any cost savings or improvements in citizen satisfaction as a result of AI or digital tools? If so, please share any available data.

How are you measuring the public perception of Staffordshire Police using AI?

If you are, have the results been positive?

We received your request on 18/06/2025 and have processed this under the Freedom of Information Act (FOIA).

Staffordshire Police's response to your enquiry is as follows:

**Staffordshire Police holds some of the requested information.**

- Have you trialed or implemented any generative AI tools? – **Disclosed, no.**
- Does Staffordshire Police currently use artificial intelligence (AI) in any public-facing capacity? (e.g. chatbots, virtual agents, digital assistants, facial recognition) – **Disclosed, no.**
- What was your total spend on AI or automation technologies in the financial year 2023/24? – **Not applicable.**
- Do you plan to increase your budget for AI and digital citizen engagement tools in the financial year 2025/26? – **Disclosed, yes.**
- Have you measured any cost savings or improvements in citizen satisfaction as a result of AI or digital tools? If so, please share any available data. – **Disclosed, no.**
- How are you measuring the public perception of Staffordshire Police using AI? – **No information held.**
- If you are, have the results been positive? – **Not applicable.**

Please be advised that all Freedom of Information request responses are published on the Staffordshire Police website although personal details are not included.

**Freedom of Information Request Appeals Procedure**

**1. Who Can Ask for a Review**

Any person who has requested information from Staffordshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

## **2. How to Request a Review**

Requests for review of a Freedom of Information request must be made in writing within two months of the date of receipt of this email, and should be addressed to:

[foi@staffordshire.police.uk](mailto:foi@staffordshire.police.uk)

Or by Post to:

Central Disclosure Unit  
Staffordshire Police HQ  
PO Box 3167  
Stafford  
ST16 9JZ

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Central Disclosure Unit within two months of the Force's response to the original FOI request.

## **3. Review Procedure**

Receipt of a request for review will be acknowledged in writing. The review will be conducted by another Decision Maker who is independent from the original Decision Maker. The Central Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within 20 working days. In more complex cases the review may take up to 40 working days.

The independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

## **4. Conclusion of the Appeal**

On completion of the review the Independent Decision maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF



STAFFORDSHIRE  
**POLICE**

ICO Website for complaints link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information  
Central Disclosure Unit