

19 March 2026

FOI Ref 22357

Request - You asked Staffordshire Police (SP) the following:

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.

Please provide answers to the following:

1. AI Use in Operations

2. 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.

2. AI for Decision-Making

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.

3. AI Chatbots and Customer Interaction

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.

4. Policies and Governance

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.

5. Data Protection and Ethics

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.)

6. Trials, Pilots, or Future Plans

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.

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?

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

SP received your request on 12/01/2026 and have processed this under the Freedom of Information Act (FOIA).

SP's response to your enquiry is as follows:

SP holds the requested 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.
- Please provide answers to the following:
 - 1. AI Use in Operations
 - 2. 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.**- Partially disclosed, no. SP can neither confirm nor deny that any other information is held in relation to this question.**
 - 2. AI for Decision-Making
 - 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.**- Partially disclosed, no. SP can neither confirm nor deny that any other information is held in relation to this question.**
 - 3. AI Chatbots and Customer Interaction
 - 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.**- Disclosed, no.**



- 4. Policies and Governance
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.**- Partially disclosed, yes, please see the accompanying file titled 'FOI 22357 Staffordshire Police AI Usage Policy v1.0'. Please see the below exemption.**
- 5. Data Protection and Ethics
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.)
- Not applicable.
- 6. Trials, Pilots, or Future Plans
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.**- Disclosed,**
Pilot 1 - Agentic AI tool to assist with 101 demand and abandonment rate – start date April 2026
Pilot 2 - AI tool to assist operational report writing – start date April 2026
- 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?
 - o If yes, please describe the type of training or include documents if available.**- Disclosed, no.**

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

The following exemptions have been applied:

In accordance with Section 17(1) of the Freedom of Information Act, this letter represents a refusal notice for parts of this request.

- Section 40(2) Personal Information

Section 40(2) is an absolute exemption which means that there is no need to quantify the harm that may arise from the disclosure; neither is it subject to a public interest test.

To release personal or third-party information held by SP, would breach the data protection principles; namely –

- Data is lawfully and fairly processed.
- Processed in line with an individual's rights.

- Data is secure.

Personal and third-party information cannot be released under the Freedom of Information Act.

Disclosure under Freedom of Information is a release of information to the world in general and not an individual applicant.

SP can neither confirm nor deny whether any other information relevant to this request is held, as the duty in Section 1(1)(a) of the Freedom of Information Act 2000 does not apply by virtue of the following exemptions:

- Section 24 (2) – National Security

Section 24 is a qualified exemption and as such there is a requirement to articulate the harm and conduct a test of the public interest.

- Section 31(3) Law Enforcement

Section 31 is a qualified and prejudice-based exemption and, as such, we are required to evidence the harm in disclosure and apply the public interest test

Harm

Having disclosed high-level information about routine, non-sensitive uses of Artificial Intelligence (AI), SP will neither confirm nor deny whether it holds any further information that would indicate whether AI is, or is not, used in connection with counter-terrorism, serious and organised crime, covert intelligence activity, or specialist digital forensics supporting those functions. The duty to confirm or deny is disapplied by virtue of sections 24(2) (national security) and 31(3) (law enforcement) of the Freedom of Information Act 2000. This response should not be taken as an indication of whether any additional information is held.

Confirming or denying whether AI is used by SP in counter-terrorism, serious and organised crime, covert intelligence or specialist digital forensics would enable hostile actors to infer the presence, absence or maturity of particular policing capabilities. This type of capability insight is of practical value to adversaries who routinely adapt their behaviour to exploit perceived weaknesses, overwhelm less technologically equipped forces, or adjust methods to avoid detection. Even a single confirmation or denial could be combined with publicly available information from other forces to build a detailed national picture of capability. This mosaic effect represents a realistic and actionable risk, providing information that could materially undermine national security and the effectiveness of law-enforcement operations.

Public Interest Test

Factors in favour of confirming or denying - Section 24(2)

There is a strong public interest in openness and transparency about the use of AI in policing. Confirming or denying the existence of information could contribute to informed public debate about how emerging technologies are deployed, the safeguards in place, and whether they align with legal and ethical standards. Disclosure can enhance accountability, promote trust, and reassure the public that AI use is subject to appropriate oversight.

Factors against confirming or denying - Section 24(2)

There is an overriding public interest in protecting national security. Confirming or denying the existence of information about AI deployment in CT, SoC, covert intelligence, or linked specialist forensics would provide adversaries with useful insights into operational capabilities and priorities. Even a simple confirmation or denial could enable hostile actors to adjust methods, exploit potential gaps, or test thresholds. The resulting risk to national security would be real and more than trivial, and is not mitigated by partial or local confirmations, because the cumulative mosaic effect across multiple forces would still disclose sensitive capability at a national level.

Factors in favour of confirming or denying - Section 31(3)

There is a general public interest in understanding how AI is used to support policing functions, including the efficiency and effectiveness of core processes, and in ensuring that novel technologies are used lawfully and proportionately. Confirmation or denial could support external scrutiny and promote confidence in policing practice.

Factors against confirming or denying - Section 31(3)

Confirming or denying the existence of information relating to AI use in CT, SoC, covert intelligence, or specialist digital forensics would be likely to prejudice the prevention and detection of crime, the apprehension or prosecution of offenders, and the operation of law enforcement tactics and methodologies. Knowledge of whether specific capabilities exist, or do not exist, enables offenders to adapt behaviour, exploit capability gaps, frustrate investigations, and increase the cost and complexity of counter-measures. The public interest strongly favours maintaining an NCND to preserve the effectiveness of law enforcement and the safety of the public.

Balance Test

For the reasons set out above, SP will neither confirm nor deny whether it holds information indicating AI is used in CT, SoC, covert intelligence activity, or specialist digital forensics supporting those functions.

The public interest in maintaining the NCND position under sections 24(2) and 31(3) outweighs the public interest in confirmation or denial. This response should not be taken as an indication of whether any relevant information is held.

Freedom of Information Request Appeals Procedure**1. Who Can Ask for a Review**

Any person who has requested information from SP, 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:



STAFFORDSHIRE
POLICE

IAT@staffordshire.police.uk

Or by Post to:

Information Access Team
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 Information Access Team within two months of the SP 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 a supervisor who is independent from the original Decision Maker. The Information Access Team 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 twenty working days. In more complex cases the review may take up to forty working days.

The independent supervisor 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, considering the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the independent supervisor will reply to the appellant with the result of the review. If the appellant 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 link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Information Access Team