

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-012026-0002168

Date: 02.03.2026

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000, please see response below.

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

Does your organisation currently use any form of Artificial Intelligence (AI) or automated systems in its operations? - **No**

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.). – **N/A**

If not, please state whether your organisation has explored or piloted any AI-based technologies in the past 3 years. - **One is currently in test at the moment.**

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)? - **No**

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).

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? - **No**

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? - **No**

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

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: Compliance with data protection and privacy obligations

Transparency for service users

Ethical or responsible use

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

- **We would use DPIAs and request the ICOs AI assessment and any documentation from the supplier to support their assessments.**

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?

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

- **One is currently in test at the moment.**

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? - **Not currently**

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

If any of the above information is already publicly accessible, please feel free to provide links instead of attachments. – **N/A**

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager

Trust Headquarters

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Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

FOI/REF

SK9 5AF

Tel: 0303 123 1113

www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust