



My Ref: FOI5761
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

I would like to request the following information:

How is artificial intelligence implemented within your ongoing services?

AI has been implemented across tools such as Word, Excel, Outlook and Teams to support drafting, summarising, data exploration and meeting preparation, with structured training and one-to-one enablement provided to staff

Has it boosted efficiency while working and can you identify what has worked well?

AI is helping to reduce admin time by assisting with drafting emails and documents, summarising meetings, and automating follow-up actions. It is also helping to improve data analysis and reporting within the organisation.

As for what has worked well, service led development has helped with adoption and allowing staff to see how AI can help them and be involved in the development.

How have ethical risks such as bias or privacy been addressed if applicable?

Solutions are designed to be assistive, not decision-making in isolation, and staff remain responsible for validating outputs.

I would like you to provide this information in the following format as digitally via email.

If you have any queries about this letter, please contact Information Requests Via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC

Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

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

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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