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Request for information regarding your organisation's use of artificial intelligence (AI) technology/technologies.

AI Systems in use

AI is being utilised within the Council's Customer Services team. AI is used for Translation Services and within chatbot technology, which is available for some of our online transactions. For Translations Services, machine learning been implemented in this area to translate documents into different languages more efficiently. The AI is only applied to generic printed materials. The Council use natural language understanding, which is a type of AI, in its chatbots and sentiment analysis to assist with the development of services. AI tools have also been developed around some of the Customer Services internal reporting.

A list of tools, platforms or systems currently deployed or being piloted/trialled.

The purpose and function of each of the above.

The departments or services where these are operational.

Specific details on hardware, software and systems used will not be provided.

By placing information about our systems into the public domain we would potentially be putting our IT framework at risk. This would prejudice substantially the Council's ability to effectively carry out its business if its IT framework were compromised as a consequence of the disclosure of this information.

Procurement and development

Details of any contracts, tenders or partnerships with external providers for AI solutions.

As reported at Policy and Sustainability Committee in March 2025

(<https://democracy.edinburgh.gov.uk/documents/s81467/8.5%20Digital%20and%20Smart%20City%20Strategy%202024-2027%20-%20Update.pdf>) , organisational engagement has taken place to identify areas where the admin burden could be reduced by using AI. Further analysis and development of 'use case' will be further refined, and areas that will be explored are:

- Reducing maintenance spend across housing
- Redefining supplier base and spend profile to reduce operating spend
- Redefine citizen engagement
- Ensuring care is provided to those at most need at the right cost
- Maximising revenue from licensing
- Financial management and revenue efficiencies
- Admin around waste management

Total expenditure on AI related technologies over the past three financial years, broken down by year.

The Amazon Translate tool referenced in answer 1 was developed by another local authority with Amazon. It was shared with the City of Edinburgh Council for their use, free of charge.

Spend via CGI Change for AI analysis, covering potential use cases, process opportunities, organisational engagement, technology solutions, vendor engagement, RFI and RFP process and analysis, across CEC, 24/25 and 25/26 financial years total spend £209,593.

Governance and Ethical Oversight

Copies of, or information relating to, any internal policies, frameworks or guidance documents relating to the use of AI.

Any ethical review processes or risk assessments conducted prior to deployment.

Generative AI Policy will be going to Committee later this year, which will cover off the Governance and guard rails to be implemented for using AI technologies, the policy will also cover ethics, equalities, diversity, and sustainability. If approved a Governance Board will also be established to ensure the Council has standard operating practices and controls in place. The Governance Policy will also cover the importance the requirement to ensure quality checking of AI output and human in the loop is critical, when using AI to automate time consuming administrative tasks, such as form processing, appointment scheduling, or routine triage. AI can enable human professionals to redirect their expertise toward higher-value, complex, or emotionally sensitive cases that require judgment and empathy .

Details of any group responsible for the oversight of AI use within your organisation.

This information is not held. This is to be discussed and agreed as reported at Policy and Sustainability Committee in March 2025 – see response above.

[8.5 Digital and Smart City Strategy 2024-2027 - Update.pdf](#)

Impact on Workforce

Any assessments, reports or internal communications regarding the impact of AI on staffing levels, job roles or workforce planning (including recruitment, redundancy).

Information on any roles that have been automated, restructured or made redundant due to AI implementation.

Details of any training, redeployment or upskilling initiatives offered to staff in response to the adoption of AI.

We do not hold this information.

Any consultations with trade unions or staff representatives regarding AI-related changes.

A session has taken place with TU colleagues during September; engagement is also underway with Elected Member groups to gather feedback to help shape and inform this strategy and governance

Performance and Evaluation

Evaluations, audits or performance reviews of AI systems, as referenced in section 1.

There has not been a formal audit of Amazon translate, but we are constantly reviewing and evaluating the performance of the tool. Where the Council has been able to apply the

Amazon Translate to generic documents requested for translation, we've seen a reduction in productions costs of 99.96% while gaining fast, high-quality, customizable translations.

Evidence of how AI systems have affected service delivery, decision-making or operational efficiency.

We do not hold this information.

Data protection and privacy

Types of data used to train or operate AI systems, including whether this data is synthetic or not.

We do not hold this information.

Measures in place to ensure compliance with data protection legislation, including the DPA 2018 and UK GDPR.

Procedures for handling bias, transparency and accountability in AI decision-making.

We do not hold this information. This will be covered in the Generative AI Policy referenced above.