



Reference: FOI3521

Request:

Is your organisation using any algorithms and/or artificial intelligence software in the process of delivering public services?

Yes.

If Yes, please provide details:

(i) Of the algorithms or artificial intelligence software you use;

Rentsense (Mobysoft supplier).

(ii) Of whether you use a commercial product or whether you have developed your own system;

Commercial product.

(iii) Of the purpose for which the algorithm and/or artificial intelligence software operates;

To inform officers of our tenants rent account position i.e. in arrears, but also to advise on projected trend.

(iv) Of the decisions the algorithm and/or artificial intelligence software is asked to make or assist;

To advise officers of those tenants that are in need of contacting in relation to their rent account.

(v) Of the type, classification and amount of data that the algorithm and/or artificial intelligence software uses in the decision making process;

Abstracting data from our Northgate system on the current position on a rent account. The final decision on contact is acted upon by the officer.

(vi) Of the process by which the decision made or assisted by the algorithm is subject to human review;

The Officer would view the data on the prospective person first before making contact.



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(vii) Of the process by which you inform an individual that they have been subject to a decision made or aided by an algorithm and/or artificial intelligence software?

The person would not be informed of that decision as it is not required to do so. The contact is made on the basis of the account as of that week. If they are in arrears then the conversation would happen. However, what the officer does get from the algorithm is the projected trend of the customer.

(viii) Of the process by which a member of the public can challenge a decision that has been made or aided by an algorithm and/or artificial intelligence software;

A tenant can challenge the decision in relation to the contact that has been made, but they are only being informed of the current state of play on their account which the Rentsense picks up via Northgate that holds the accounts.