Reference: RFI 1805018

Request:

I am writing under the Freedom of Information Act 2000 to request information about the use of any algorithms or machine-learning systems by your local authority.

Specifically, I am asking the following:

1. Is your organisation using any algorithms and/or artificial intelligence software in the process of delivering public services?
   North Tyneside Council uses Alteryx software, which includes the functionality to build and use algorithms for the purpose of delivering public services.

2. If Yes, please provide details:
   (i) Of the algorithms or artificial intelligence software you use;
       Alteryx, Tableau and QlikSense
   (ii) Of whether you use a commercial product or whether you have developed your own system;
       Alteryx, Tableau and QlikSense
   (iii) Of the purpose for which the algorithm and/or artificial intelligence software operates;
       Alteryx and Tableau are used to extract, transform and load data from a variety of systems in order to support decision making.
       At this stage, algorithms are used to automate existing processes, such as to calculate management information.

   (iv) Of the decisions the algorithm and/or artificial intelligence software is asked to make or assist;
       It supports decisions by management, at all tiers of the organisation
   (v) Of the type, classification and amount of data that the algorithm and/or artificial intelligence software uses in the decision making process;

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This software is used to support decisions across the organisation, so the full range of data that the Council uses on a day to day basis is included within the software.

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

All work is to support a human make a decision

(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?

No individual will be subject to a decision made or aided by an algorithm. The work in North Tyneside is focused on supporting management information

(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;

See response above