

4 January 2021

Dear

Thank you for your email, in which you formally request information in regards to AI and digital transformation.

When dealing with requests for information made under the Freedom of Information Act 2000 (the 'Act'), Estyn's obligations include:-

1. Confirming or denying whether it holds information of the description specified in the request; and
2. Communicating the information requested to the applicant.

There are a number of exemptions under the Act that impact these obligations. Estyn is required to consider whether an exemption applies in the context of the information being released into the public domain, not just in the context of the information being released to the particular applicant that has requested the information.

If Estyn releases information in response to a Freedom of Information request, this is essentially a decision that the information can be released in response to any similar request from any member of the public.

In response to your request, I can confirm the following responses to your questions.

1. Do you currently have any AI enabled chatbots engaging with Citizens directly? **No**. If not, do you intend to introduce this in the next 12 months? **No**.
2. Do you currently have a live webchat to engage with Citizens live on your website? **No**. If not, do you intend to introduce this in the next 12 months? **No**.

If you are not satisfied with the decision Estyn has taken regarding your request for information, you are entitled to request that we review the matter. Your request for a review should be addressed to the Feedback and Complaints Manager, and received no later than 20 working days after the date of this communication.

If you are still not satisfied, you also have a right to complain to the Information Commissioner through their website:

Estyn, Llys Angor/Anchor Court, Heol Keen/Keen Road, Caerdydd/Cardiff, CF24 5JW
Ffôn/Telephone 02920 446446
ymholiadau@estyn.llyw.cymru • enquiries@estyn.gov.wales
www.estyn.llyw.cymru • www.estyn.gov.wales

Mae Estyn yn croesawu gohebiaeth yn Gymraeg a Saesneg. Bydd gohebiaeth a dderbynnir yn y naill iaith neu'r llall yn cael yr un flaenoriaeth. | Estyn welcomes correspondence in both English and Welsh. Correspondence received in either language will be given equal priority.

<https://ico.org.uk/about-the-ico/who-we-are/wales-office/>

Telephone: 0303 123 1113

Email: enquiries@ico.gsi.gov.uk

Yours sincerely

Robert Gairey

Swyddog Arweiniol Cyhoeddiadau / Lead Officer: Publications

Estyn

Arolygiaeth Ei Mawrhydi Dros Addysg A Hyfforddiant yng Nghymru

Her Majesty's Inspectorate For Education and Training in Wales

Cyfeiriad: Llys Angor, Heol Keen, Caerdydd, CF24 5JW

Address: Anchor Court, Keen Road, Cardiff, CF24 5JW

Ffôn Estyn/Estyn Phone: 02920 446309

E-bost/E-mail: robert.gairey@estyn.gov.wales

From:

Sent: 21 December 2020 12:40

To:

Subject: 12 20 01 Freedom of Information Request

Freedom of Information Request

I would like to find out more about your organisations adoption of AI and Digital Transformation. Please see below a list of questions that hopefully you can help me with under the FOI ACT.

AI & Digital Transformation

1. Do you currently have any AI enabled chatbots engaging with Citizens directly? If not, do you intend to introduce this in the next 12 months?

If you are looking to introduce AI enabled chatbots in the next 12 months, then please advise us on who is best to contact regarding this. (Name, Job Title and Email address)

2. Do you currently have a live webchat to engage with Citizens live on your website? If not, do you intend to introduce this in the next 12 months?

If you are looking to introduce live Webchat in the next 12 months, then please advise us on who is best to contact regarding this. (Name, Job Title and Email address)