



Your reference: n/a

Our reference: FOI_25_0618

E-mail: FOI
@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 15/07/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_0618

On 18/06/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

1. Have you trialed or implemented any generative AI tools?
2. Does Gloucestershire Constabulary currently use artificial intelligence (AI) in any public-facing capacity? (e.g. chatbots, virtual agents, digital assistants, facial recognition)
3. What was your total spend on AI or automation technologies in the financial year 2023/24?
4. Do you plan to increase your budget for AI and digital citizen engagement tools in the financial year 2025/26?
5. Have you measured any cost savings or improvements in citizen satisfaction as a result of AI or digital tools?
 - a. If so, please share any available data.
6. How are you measuring the public perception of Gloucestershire Constabulary using AI?
 - a. If you are, have the results been positive?

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

1. Yes
2. The Communications and Engagement Department have confirmed that the Constabulary does not currently use AI in any public-facing capacity.
3. No information held. There are no standalone costs as they form part of other costs.
4. No.
5. No, not at this time.
6. The Constabulary are not currently measuring public perception using AI.

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

The Information Commissioner can be contacted via the following means:

Website - <https://ico.org.uk/>

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post –

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

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary