

## Media Enquiry – Use or Planned Use of Automated Decision-Making Across Council Services

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**From** Tameside Independent <newsdesk@tamesideindependent.co.uk>

**Date** Sun 22/06/2025 20:38

**To** communications@tameside.gov.uk <communications@tameside.gov.uk>

Dear Tameside Council Press Office,

Tameside Independent is preparing a public interest article on the potential use of Automated Decision-Making (ADM) in local government, especially in light of the recently announced changes under the Data Use and Access Act 2025 (DUAA).

For transparency and accuracy, we are seeking a short response on whether any Tameside Council departments currently use, or are considering the use of, ADM or AI-assisted systems.

We're particularly interested in whether ADM is being used — or planned — in any of the following areas:

1. Housing Options service, particularly in the development of Personalised Housing Plans (PHPs) or the assessment of housing need and statutory duties.
2. Complaints handling, including automated sorting, decision triage, or template-based responses.
3. Any wider council operations such as:
  - Council Tax administration
  - Customer service triage or contact centre logic
  - Benefits processing or eligibility reviews
  - Casework prioritisation or internal resource distribution

If ADM is used or planned, we would also welcome comment on what safeguards exist to ensure residents are informed of its use, can seek human review, and retain the right to challenge decisions — in line with the emerging regulatory requirements under DUAA 2025.

We are submitting this enquiry in accordance with the council's communications protocol and kindly ask that a response be directed to this email within 5-7 working days . This enquiry is being made in the public interest.

Please note: All responses will be published unedited, and in full, as received — in line with our public interest commitment and transparency standards.

If you are unable to comment, please let us know the reason so we can reflect that accurately in our reporting.

Kind regards,

Jason Nield

Founder & Editor

Tameside Independent | FOIGUK, Tameside

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