



22 May 2026

Dear ,

## ATISN 26926 – AI and Algorithmic Systems in Social Housing

### Information requested

Thank you for your request which I received on 30/04/2026. You asked for:

1. Any guidance/ communication issued to social landlords on the use of AI or automated systems in housing.
2. Welsh Government assessments, reports, review and evaluation of landlord's use of AI.
3. Complaints or enforcement issue raised around automated systems and its outcome or response.
4. Well-being of Future Generations Act guidance on using AI systems especially around access to housing and tenancy management.
5. Any guidance or records relating to the social partnership and public procurement act 2023 on procuring AI systems.
6. Any records on the implementation of AI Cymru guidance or principles in social housing, including correspondence with RSLs or local authorities.
7. Any record on Data Protection Impacts Assessment, Equality Impact Assessment and Algorithmic Transparency Recording Standards provided to Welsh Government by RSL or local authorities on housing management systems.
8. Any internal government records relating to algorithmic bias, fairness or discriminatory effects of automated systems used by social landlords.
9. Data or statistics on how widely AI is used by social landlords in Wales.

### Our response

We hold no information that is caught by parts 1 to 8 of your request. However, we hold some information that is relevant to part 9 but cannot be released at this time.

I have decided that **some of the information** is exempt from disclosure under section **35(1)(a)** of the **Freedom of Information Act** and is therefore withheld. The reasons for applying these exemptions are set out in full at Annex A to this letter.



If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,  
Welsh Government,  
Cathays Park,  
Cardiff,  
CF10 3NQ

or Email: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

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

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely



**FOI Request – ATISN 26926 – AI and Algorithmic Systems in Social Housing**  
**Llywodraeth Cymru**  
**Welsh Government**

**Application of Exemption**

**Engagement of Exemptions**

The Freedom of information Act provide a right for anyone to ask a public authority to make requested information available to the wider public. As the release of requested information is to the world, not just the requester, public authorities need to consider the effects of making the information freely available to everybody. Any personal interest the requester has for accessing the information cannot override those wider considerations.

I have decided to withhold the following information under the Freedom of Information Act 2000:

- Section 35(1)(a) – Formulation of Government policy

**Engagement of section 35(1)(a) – Formulation of Government policy**

The information held by Welsh Government comprises a collection of AI Landscape Survey results. The survey was published by the Centre for Digital Public Services (CDPS), which previously operated as an Arm's Length Body of the Welsh Government. CDPS were brought into Welsh Government this year and now operate as part of the Digital Public Services Directorate. The survey results include data from Local Authorities and other public bodies in Wales on AI activity.

The information in the surveys will be used to inform ongoing policy development relating to the use, governance and oversight of AI in the Welsh public sector.

The survey data and associated analysis are being used to:

- Understand current levels of AI adoption across the Welsh public sector,
- Identify risks, opportunities and governance issues,
- Inform future policy and
- Shape decisions on future AI governance, guidance and funding.

This information is being analysed as part of ongoing policy development relating to the use of AI in the Welsh public sector. The survey findings are intended to inform a published baseline review of AI activity across the Welsh public sector, however the review has not yet been finalised, and we do not yet know when the findings will be published.

Work is still under way to quality assure and contextualise the material, and Welsh Government is also in the process of working with new Ministers following the recent Senedd election, to understand their positions on policy areas, including AI.

## **Public Interest Test**

### **Argument in favour of disclosing**

There is significant public interest regarding the use of AI and algorithmic systems in social housing and the wider public service. This is likely coming from an article published 30/04/2026 - [New AI knowledge platform launched for social housing : Housing Digital](#).

Disclosure would:

- Increase public scrutiny of how the Welsh Government understands and monitors AI use.
- Improve accountability regarding emerging technologies in public service delivery.
- Support public debate on fairness, transparency and governance of automated systems.
- Increase understanding of how decision making may be influenced by AI.

### **Argument in favour of withholding**

There is a strong public interest in ensuring that Government policy is developed on the basis of accurate, complete and properly contextualised information. That interest is particularly important here because the material requested is draft survey evidence that is still being analysed and used to inform policy thinking on a developing area.

Releasing the information now would disclose incomplete and unfinalised material before it has been quality assured, translated and placed in its full policy context. That would create a real risk of misunderstanding or placing undue weight on provisional findings that may change as the work develops.

There is also a strong public interest in protecting the space needed for Ministers and officials to consider emerging evidence carefully, particularly following the recent Senedd election while work is ongoing to understand the positions of new Ministers on a range of issues, including AI. Premature disclosure could inhibit the orderly development of policy and the provision of full and candid advice.

There is further public interest in allowing the Welsh Government to publish the information, if appropriate, in a complete and considered form at the right time. At this point in time, the public interest in withholding the material outweighs the public interest in disclosure.



Disclosure at this stage would likely disrupt the policy formulation process, because the survey material is still being analysed, tested and drawn together with wider evidence to support advice to Ministers on the future use, governance and oversight of AI in the Welsh public sector. If the incomplete material were released now, it could prompt external conclusions, challenge or pressure based on provisional findings before officials and Ministers have had the opportunity to consider the evidence in the round. That would risk diverting attention from the ongoing analytical work, narrowing the space for candid consideration of policy options, and requiring time and resource to respond to interpretations of material that may later change. In turn, this would impede the orderly formulation of policy by weakening the ability of officials and Ministers to develop robust, evidence-based positions on a sensitive and evolving area of Government policy.

### **Balance of the public interest**

In this case, the public interest is better served by withholding the information at this point in time.

The information we hold forms part of ongoing policy development work and is intended for future publication once it has been finalised and quality assured. It is also being considered in the context of engagement with new Ministers following the recent Senedd election.

Premature disclosure of survey data would likely undermine policy development and the quality of information made available to the public.

On balance, it would be prudent to not release survey information at this time under section 35(1)(a) as it outweighs public interest in disclosing the information.