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Lord Scriven
House of Lords
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11th January 2024

Dear Lord Scriven,

Following your question during Baroness Sherlock's Oral Question on Tuesday 5th December 2023, I committed to respond with further information to the question from you that I was unable to fully answer in the time available regarding what percentage of staff with the department are fully skilled and trained on the use, application, and assessment of AI decisions.

Decision-making

AI does not replace the role of our staff in supporting customers throughout their journey, nor replace human judgment and decision making, therefore our colleagues are not currently trained in the use, application or assessment of AI decisions. DWP views AI as a tool that can support human decision-making and aim to strike a balance between leveraging the power of AI and relying on the expertise of our colleagues. The delivery of our services needs to have a human touch which is crucial when we engage with our customers, especially those who are vulnerable.

However, where AI tools have been deployed, DWP have engaged with colleagues ensuring they can get the most from these tools. Where new AI solutions are being deployed in a 'test and learn' environment, colleagues will be supported in their adoption of the system.

Similarly, in the case of Fraud and Error, DWP does not use AI to replace human judgment when considering the potential for incorrectness to either determine or deny payment to a claimant.

AI training

As our use of AI develops, AI training will be made available to colleagues as appropriate. It should be noted, however, that despite the common belief that all AI users need to acquire new skills and knowledge through training and education, it is not necessarily true. Most AI systems are user-friendly and intuitive and can be easily understood and operated by anyone, regardless of their prior experience or background.

I hope this helps to give as full an answer to your question that we can. I will place a copy of this letter in the House Library.

With kind regards,
James Younger

**VISCOUNT YOUNGER OF LECKIE
PARLIAMENTARY UNDER SECRETARY OF STATE**