**FOI Ref: 6330**

**Category(ies): Trust - IT**

**Subject: IT Spend and Chatbots**

**Date Received: 06/04/2022**

|  |  |
| --- | --- |
| **Your request:** | **Our response:** |
| Total IT (information technology) budget for your organisation over the last three financial years (April to April) broken down by year | 21/22 - £7.6m  20/21 - £6.8m  19/20 - £5.74 |
| Does your organisation use chatbots? If so, how many? | Yes - 1 |
| How many customer interactions have your chatbots conducted over the last three financial years, broken down by year? | 21/22 – 170  20/21 – 0  19/20 - 0 |
| Are your team given training on the use of chatbots? If so, can you provide details? | No |