Reference Number:	FOI202223/010
From:	Commercial
Date:	05 April 2022
Subject:	IT budget and use of chatbots, including number of interactions and training

Q1   Total IT (information technology) budget for your organisation over the last three financial years (April to April) broken down by year

A1

2019/2020	**2020/2021**	**2021/2022**
£'000's	£'000's	£'000's
£1,684	£2,146	£2,262

Q2   Does your organisation use chatbots?
    a. If so, how many?

A2   No
    b. Not applicable

Q3   How many customer interactions have your chatbots conducted over the last three financial years, broken down by year?

A3   Not applicable, as per A2 above

Q4   Are your team given training on the use of chatbots? If so, can you provide details?

A4   Not applicable, as per A2 above