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Request for Information Reference: 04.22.11

FOI Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

11<sup>th</sup> April 2022

## **Freedom of Information Act 2000 – Request for Information**

Thank you for submitting a request for information which we received on 5<sup>th</sup> April 2022 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to IT Budget and Chatbots and I am providing the following information in response to your specific questions:

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

2019-20 - £7,011,282  
2020-21 - £7,624,220  
2021-22 - £7,677,065

**2. Does your organisation use chatbots? If so, how many?**

No

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

Not applicable

**4. Are you team given training on the use of chatbots? If so, can you provide details?**

Not applicable

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via [cdda-tr.cddftfoi@nhs](mailto:cdda-tr.cddftfoi@nhs).

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely

**Corporate Records and Freedom of Information Facilitator**