



Our Ref: 001936/21

Your Ref:

Address Correspondence to: Information Management

Date 29 June 2021

Freedom of Information Act 2000

I write further to your request for information received 07/06/2021.

I note you seek access to the following information:

What apps or chatbots does your force use to communicate with the public?
Can the app/chatbot be considered "smart" (obtaining natural language understanding, natural language generation and machine learning engines)?
If you do not make use of "smart" technology, what is your reasoning behind this decision?
Are these chatbots/apps used within third party applications or websites, such as Facebook?
Which service providers develop, deliver and/or maintain these apps/chatbots?
How much has been spent on this app/chatbot since the contract began?
What is the duration of the contract and has it been extended?
Please share any evaluation, review or report of the use of application or chatbot.
Please indicate how these chatbots or apps contribute to public confidence.
Please share the most recent force-level (NOT national level) document relating to how the force plans to gain or improve public confidence.
Please share any official protocol or guidance for the use of the app or bot.

Following receipt of your request, searches were conducted within Leicestershire Police to locate information relevant to your request.

Your request for information has now been considered and the information asked for is as follows: -

Leicestershire Police do not use an App/Chatbot service to communicate with the public.

Leicestershire Police provides you the right to ask for a re-examination of your request under its review procedure. Letters should be addressed to Information Manager, Corporate Services Department at the above address. If you decide to request such a review and having followed the Force's full process you are still dissatisfied, then you have the right to direct your comments to the Information Commissioner who will give it consideration.

Yours sincerely

Freedom of Information Officer
Leicestershire Police

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