



Dear Matilda Woods

**Gloucestershire Constabulary Freedom of Information request 2021.0557**

On the 04/06/2021 you sent an email constituting a request under the Freedom of Information Act asking the following:

*I would like to request information for the following questions/queries:*

*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.*

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds no relevant information.

Gloucestershire Constabulary does not use apps or chatbots to communicate with the public and holds no information with regard to the reasoning behind this.

It may be the case that the Office of the Police and Crime Commissioner for Gloucestershire holds information with regard to any documents relating to how the force plans to gain or improve public confidence generally as part of the new Police and Crime Plan. Information on how to submit a Freedom of Information request to the OPCC for Gloucestershire can be found through the following link;

<https://www.gloucestershire-pcc.gov.uk/freedom-of-information/>

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you

are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

Yours sincerely,

Mrs R Bellak  
Disclosure Officer  
Gloucestershire Constabulary