

Christine Sexton

[christine.sexton@newsquest.co.uk](mailto:christine.sexton@newsquest.co.uk)

Our ref: FOI 09274

Your ref:

Date: 7<sup>th</sup> January 2020

Dear Christine

**Freedom of Information Request – FOI 09274**

I am writing regarding your request for information, which was received on 10<sup>th</sup> December 2019. In that request you asked us the following questions and I can confirm that the search for the information you requested has been completed and our responses are given below:

**1. How many times Pepper the interactive robot has been used in each year since it was purchased by Southend Council and in 2019 to date?**

Pepper has been used for a wide range of task on a regular basis, the number of times has not been recorded but would include programming, testing, introduction to staff, meetings within Civic etc.

These would be in addition the information provided below.

**2. Please specify the number and type of trips outside the council premises and the number and type of appearances within council premises.**

Financial Year 17/18	Council Premises	Non Council Premises
Interacting (Public Event)		2
Interacting (Structured)		13
Presenting	4	2

Financial Year 18/19	Council Premises	Non Council Premises
Interacting (External Visitors)	4	
Interacting (Public Event)	2	5
Interacting (Structured)	2	46
Presenting	4	11

Financial Year 19/20 (to date)	Council Premises	Non Council Premises
Interacting (External Visitor)	1	
Interacting (Public Event)	2	5
Interacting (Structured)		9
Presenting		5

Definition:

Interactive (External Visitor) - Meeting with External organisations.

Interacting (Public Event) - Chance for Public to meet and interact with Pepper

Interacting (Structured) - These are specifically designed sessions for various client groups

Presenting - Pepper has presented at conferences and events

If you wish to discuss any of the above, please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our response, you should write to the Knowledge and Information Manager, PO Box 6, Civic Centre, Victoria Avenue, Southend-on-Sea, Essex, SS2 6ER.

If you are not content with the outcome of your review, you can make a complaint under the Council's complaints process by writing to Corporate Complaints Officer, Office of the Chief Executive, PO Box 6, Civic Centre, Victoria Avenue, Southend-on-Sea, Essex, SS2 6ER.

You can also apply directly to the Information Commissioner (ICO) for a decision although generally the ICO cannot make a decision unless you have exhausted the Council's complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

**Department for People**  
Business Support Administration

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