

Dear Requester,

Thank you for your Freedom of Information Request. Please accept our apologies for the delay. Please note one of the questions remains outstanding and I am chasing a response for this which I will send to you separately as soon as possible.

The councils Response is as follows:

## Chatbots

- Do you have any plans to deliver Citizen facing AI chatbot functionality? **Not at the current time.**

If so, when would you want this to be available?

Who is the head of Customer Services or Citizen engagement or equivalent and what is their email address? **Marie Rowney – Group manager Customer Services – [marie.rowney@nottsc.gov.uk](mailto:marie.rowney@nottsc.gov.uk)**

Who is the CIO or Head of IT and what is their email address? **We currently have an interim Head of ICT – Mark Davies – [mark.davies@nottsc.gov.uk](mailto:mark.davies@nottsc.gov.uk)**

- Do you have any plans to deliver Employee facing AI chatbot functionality? **Not at the current time.**

If so, when would you want this to be available?

Who would be responsible for that and what is their email address

## Virtual Appointments

Are you planning on Standardising virtual appointments for all departments, e.g. housing, planning etc? ***At present there are no plans to standardise virtual appointments for all departments.***

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If so, when would you want this to be available?

Who would be responsible for that and what is their email address

I hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly on the details below.

In addition to this and for future reference Nottingham County Council regularly publishes previous FOIR,s and answers on its website, under Disclosure logs. (see link) <http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

You can use the search facility using keywords.

If you wish to raise any concerns about the way your request was dealt with, then please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail [foi@nottscc.gov.uk](mailto:foi@nottscc.gov.uk) quoting the reference number above.

Kind Regards  
Complaints and Information Team  
Chief Executive's Dept  
Nottinghamshire County Council  
County Hall, West Bridgford, Nottingham, NG2 7QP