

2 August 2024

FOI Ref 16696

Request - You asked us the following:

- 1) Do you use a tool for live chat/ web chat?
- 2) If so, which supplier do you use for this tool?
- 3) How much do you spend annually on a live chat/ web chat tool?
- 4) Which month & year does your contract with your supplier end?
- 5) Who is the budget holder for this contract?

We received your request on 02/04/2024 and have processed this under the Freedom of Information Act (FOIA).

Please find below our response.

Staffordshire Police holds the following requested information.

- 1) Do you use a tool for live chat/ web chat? – **Information held.**
- 2) If so, which supplier do you use for this tool? – **Information held.**
- 3) How much do you spend annually on a live chat/ web chat tool? – **Information held.**
- 4) Which month & year does your contract with your supplier end? – **Information held.**
- 5) Who is the budget holder for this contract? – **Information held.**

Staffordshire Police discloses the following information.

- 1) Do you use a tool for live chat/ web chat? – **Disclosed – Yes.**
- 2) If so, which supplier do you use for this tool? – **Disclosed – IMI Engage via the Single Online Home platform.**
- 3) How much do you spend annually on a live chat/ web chat tool? – **Disclosed – 23/24 the contribution was £22,248 (net).**
- 4) Which month & year does your contract with your supplier end? – **Disclosed - January 2025.**
- 5) Who is the budget holder for this contract? – **Disclosed – IT.**



STAFFORDSHIRE
POLICE

Next steps

You can ask us to review our response.

If you would like us to carry out a review of our response, please let us know within two months of the date of receipt of this email, review requests should be addressed to:

foi@staffordshire.police.uk

Or by Post to:

Central Disclosure Unit
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

Please remember to quote the reference number in any future communications.

Freedom of Information
Central Disclosure Unit