

FOI number: **HBC\_FOI\_20190326**  
Date FOI Received: **18/04/2019**  
Department: **Information Digital Services**  
Title: **NHS Collaboration**  
Description: **Links and collaboration with the NHS on IT related projects.**

**Request:** *(As Redacted sent by requestor)*

Hi there,

Under the Freedom of Information Act, could you please answer the below questions?  
Thanks,

**<REDACTED>**

- Does your local authority collaborate with NHS Trusts or organisations to provide citizen services?
- Could you describe the types of IT / technology that your local authority shared with other organisations (if any)
- Could you detail how much IT budget has been spent on shared services in the last five years?

Year	IT budget spent on shared services
2018/19	
2017/18	
2016/17	
2015/16	
2014/15	

- What technologies are you considering deploying in the future for citizen services? e.g. improved website, mobile services, AI, analytics, digital self-services, anything else

**Response:** *(Response as Redacted sent by service)*

- Does your local authority collaborate with NHS Trusts or organisations to provide citizen services?

No

- Could you describe the types of IT / technology that your local authority shared with other organisations (if any)

None

- Could you detail how much IT budget has been spent on shared services in the last five years?

Year	IT budget spent on shared services
2018/19	0
2017/18	0
2016/17	0
2015/16	0
2014/15	0

- What technologies are you considering deploying in the future for citizen services? e.g. improved website, mobile services, AI, analytics, digital self-services, anything else

Continuous Website improvement, AI and Chatbots, replacing current CRM system with improved self-service functionality

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 01625 545700  
Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards  
Information Services