

Freedom of Information request reference number: 8572.1

Date of response: 24/04/2024

Request:

- 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?

Response:

Our Communications department have confirmed that the London Fire Brigade does not have a Live/Web chat tool.

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request on our website: <https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>