

## **Response**

Thank you for your request under the Freedom of Information Act 2000.

Please see attached 2016 – 2017 budget report, which includes the IT budget.

With regards to 'inspections', there are currently 31 compliance managers that participate in compliance visits to premises. There is not a set number of inspections per year but for reference there were 876 visits made during 2016. Please note that there are several different types of visits including desk top telephone conversations that are not included in this figure, this is just for physical visits.

In relation to the IT systems used to support and manage these inspections the Commission uses Microsoft Office and Siebel which is our contact management system where all communication with any stakeholders is recorded.

I hope you find this information of use.

### **Review of the decision**

If you are unhappy with the service you have received in relation to your Freedom of Information request and wish to make a complaint or request a review of our decision, you should write to FOI Team, Gambling Commission, 4th floor, Victoria Square House, Victoria Square, Birmingham, B2 4BP.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Gambling Commission. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

## **Request**

Can you please give me an indication of your current IT budget and which IT systems you use to support and manage inspections? Also can you please confirm the number of inspectors and the number of inspections a year?