

2015

Freedom of Information Request

Reference number – 15-008

Information relating to visitor figures in National Museum Cardiff and St Fagans National History Museum.

Could you please supply me with information regarding the visitors' flow in National Museum of Cardiff and St Fagans National History Museum.

- 1. the total number of visitors per month in year 2014;*
- 2. number of visitors hour per hour for each museum (a sample of one month' data will be enough);*
- 3. number of visitors per day of week for each museum (a sample of two months' data will be enough).*

No personal information needed, just the number of visitors per hour/per day.

03 June 2015

Reference no.: 15-008

REQUEST FOR INFORMATION – *Information relating to visitor figures in National Museum Cardiff and St Fagans National History Museum.*

Thank you for your request for information. As Museum Secretary for Amgueddfa Cymru - National Museum Wales ('the Museum'), I am responsible for responding to your request for information.

I refer to your email of 07 May 2015, in which you asked for the following information:

Could you please supply me with information regarding the visitors' flow in National Museum of Cardiff and St Fagans National History Museum.

- 1. the total number of visitors per month in year 2014;*
- 2. number of visitors hour per hour for each museum (a sample of one month' data will be enough);*
- 3. number of visitors per day of week for each museum (a sample of two months' data will be enough).*

No personal information needed, just the number of visitors per hour/per day.

Response

In responding to your request for information, I will be referring to each element of your request separately.

- 1. the total number of visitors per month in year 2014;*

These are set out on the attached spreadsheet.

- 2. number of visitors hour per hour for each museum (a sample of one month' data will be enough);*

Amgueddfa Cymru – National Museum Wales does not gather nor does it hold details of the number of visitors per hour, therefore I am unable to provide you with the information you are requesting.

- 3. number of visitors per day of week for each museum (a sample of two months' data will be enough).*

This is set out on the attached spreadsheet.

Your request was considered according to the principles set out in the National Assembly's Code of Practice on Public Access to Information (third edition). The Code is published on the Internet at www.information.wales.gov.uk.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Director Finance and Corporate Resources at the following address:

Mr. Neil Wicks
Director of Finance and Corporate Resources
Amgueddfa Cymru – National Museum Wales
Cathays Park
Cardiff
CF10 3NP

When dealing with any concerns, we will follow the principles of the National Museum of Wales's Code of Practice on Complaints, which is available on our website at www.museumwales.ac.uk/en/45/.

Internal review requests should be submitted within two months of the date of receipt of the response to your original letter.

You also have the right to complain to the Information Commissioner's Office (ICO) if you are not content with the outcome of your complaint or review. Generally, the ICO will not make a decision unless you have exhausted the complaints procedure provided by the Museum.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

I apologise that Amgueddfa Cymru cannot assist you with all aspects of your request but if you have any further queries or concerns then please contact me.

Yours sincerely

Elaine Cabuts
Museum Secretary