

# GREATER LONDON AUTHORITY

[REDACTED]  
(By email)

Our Ref: MGLA140618-4876

2 July 2018

Dear [REDACTED]

Thank you for your request for information which the GLA received on 14 June 2018. Your request has been dealt with under the Freedom of Information Act 2000.

You requested:

*Please provide the number of visitors to the website <https://www.london.gov.uk> (aka <https://london.gov.uk>) for each month during the past 2 years or for as long as is held and is accessible within the FOI cost limit.*

*Where the GLA records these numbers for specific sections of the site, please detail these separately.*

Please find attached the information we hold within the scope of the first part of your request.

However, we are not able to disaggregate for specific sections of the site over such a large time period, due to the volume of site sections we have and the changes the site has seen over time. We do not hold existing records where we have previously made calculations of this information.

Unfortunately, to provide a full breakdown of the information you have requested would exceed the 'appropriate limit' of £450 set by the Freedom of Information (Appropriate Limit and Fees) Regulations 2004.

Under section 12 of the FOI Act, we are not obliged to comply with a request if the cost of determining whether we hold the information, locating and retrieving it and extracting it from other information would exceed the appropriate limit. This is calculated at £25 per hour for every hour spent on the activities described and equates to 18 hours of work.

We have estimated that it would take at least 40 hours total (but potentially much more once we started to examine the results)

To provide this information would involve looking at thousands to tens of thousands of variants. We would have to go through these to identify meaningful groupings using text searches and potentially contacting different teams within the GLA to check the terms first. There is a data

limit, so we would then have to download the thousands of page sections for each month separately and manually.

It may be feasible to do this for a specific site section if there is a particular section that you are interested in.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA140618-4876.

Yours sincerely

**Ruth Phillips**  
**Information Governance Officer**

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>