



**Information Policy & Compliance**

[bbc.co.uk/foi](http://bbc.co.uk/foi)

Alfred Hermida

By email to [request-323-73fd8eee@whatdotheyknow.com](mailto:request-323-73fd8eee@whatdotheyknow.com)

30 May 2008

Dear Mr Hermida

**Freedom of Information request - RFI20080467**

Thank you for your request under the Freedom of Information Act ('the Act') dated 1 May 2008 seeking information about the Action Network website. The reference number for your request is RFI20080467.

You have requested the following information:

*" - The total number of registered users of the BBC's iCan website, later renamed as the Action Network, for the five years the service was running, from 2003 to 2008.*

*- A breakdown by year of the number of registered users of the BBC's iCan website, later renamed as the Action Network.*

*- A geographic breakdown by nations in the UK of the total number of registered users of the BBC's iCan website, later renamed as the Action Network, from 2003 to 2008."*

In answer to your request, the BBC does not hold all of the information you have requested. We hold records of registered users since May 2004 only (although there are some months where the data is not available), and the data is only available broken down according to month, not according to region, as information about region was not collected. However, we are able to provide most of the information you have requested in points one and two of your request and this information is set out in the attached spreadsheet.

We trust you find this information helpful.



### Appeal Rights

If you are not satisfied with our response you have the right to an internal review by a BBC senior manager. Please contact us at the address above, explaining what you would like us to review and including your reference number. If you are not satisfied with the internal review, you can appeal to the Information Commissioner. The contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, telephone 01 625 545 700 or see [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Yours sincerely

**L. Stiller**

**Legal and Business Affairs Manager  
BBC Future Media and Technology**

<b>Action Network (iCan) Single Sign On Registered Users</b>			
<b>Service</b>		<b>Total users ever (cumulative figure)</b>	<b>Active users in the month</b>
iCAN	May-04	7,650	708
iCAN	Jun-04	8,211	737
iCAN	Jul-04	8,718	826
iCAN	Aug-04	9,262	846
iCAN	Sep-04	9,879	969
iCAN	Oct-04	10,389	866
iCAN	Nov-04	11,168	1,107
iCAN	Dec-04	11,800	992
iCAN	Jan-05	12,387	1,058
iCAN	Feb-05	13,405	1,506
iCAN	Mar-05	14,070	1,131
iCAN	Apr-05	14,494	782
iCAN	May-05	14,991	868
Action Network	Jun-05	15,695	1,079
Action Network	Jul-05	16,253	953
Action Network	Aug-05	16,840	929
Action Network	Sep-05	17,404	913
Action Network	Oct-05	18,442	1,424
Action Network	Nov-05	19,395	1,401
Action Network	Dec-05	no data	no data
Action Network	Jan-06	no data	no data
Action Network	Feb-06	no data	no data
Action Network	Mar-06	23,998	2,106
Action Network	Apr-06	24,979	1,722
Action Network	May-06	25,903	1,559
Action Network	Jun-06	no data	no data
Action Network	Jul-06	28,224	1,779
Action Network	Aug-06	no data	no data
Action Network	Sep-06	30,459	1,717
Action Network	Oct-06	31,331	1,567
Action Network	Nov-06	32,403	1,761
Action Network	Dec-06	no data	no data
Action Network	Jan-07	33,880	1,577
Action Network	Feb-07	34,819	1,494
Action Network	Mar-07	35,650	1,351
Action Network	Apr-07	no data	no data
Action Network	May-07	36,904	1,092
Action Network	Jun-07	37,502	1,031
Action Network	Jul-07	no data	no data
Action Network	Aug-07	no data	no data
Action Network	Sep-07	no data	no data
Action Network	Oct-07	39,590	866
Action Network	Nov-07	40,071	829
Action Network	Dec-07	40,406	603
Action Network	Jan-08	40,927	818
Action Network	Feb-08	41,315	672
Action Network	Mar-08	41,718	687