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national  
museum  
wales  
amgueddfa  
cymru

Yana Beliakova  
[request-267021-ef20914a@whatdotheyknow.com](mailto:request-267021-ef20914a@whatdotheyknow.com)

03 June 2015

**Reference no.: 15-008**

Dear Ms Beliakova

**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);*

Llywydd/President Elisabeth Elias MA DL  
Is-Llywydd/Vice President Dr Haydn Edwards MBA PhD FRSC  
Trysorydd/Treasurer Laurence Pavelin CBE FCA  
Cyfarwyddwr Cyffredinol/Director General David Anderson OBE  
Rhif elusen / Charity registration number: 525774  
Rhif TAW / VAT registration number: GB 783 4541 10

national  
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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](http://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/](http://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

NATIONAL MUSEUM CARDIFF DAILY VISITOR FIGURES

Dates	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
1	CLOSED	1838	3690	1356	940	789	1037	2252	0	867	2906	40
2	1751	1348	1960	1536	847	25	715	3494	607	853	1296	727
3	1375	0	400	1128	1337	1179	1274	1050	433	694	0	740
4	1894	1334	1129	1076	931	1030	1184	0	291	2885	995	970
5	1646	926	1141	2502	1246	1160	1928	2929	450	1184	875	614
6	0	906	987	1988	658	966	1018	1725	658	0	836	1707
7	751	697	1336	131	857	1851	0	1682	1023	673	1174	1488
8	765	1944	2317	1625	898	1194	1040	1297	0	976	1499	165
9	583	1463	521	1554	1773	0	1070	2549	674	2117	979	803
10	619	0	170	1275	2132	974	95	2020	683	1481	0	906
11	2619	993	1616	1474	1390	843	1369	0	759	3427	1214	1131
12	984	699	1264	4043	300	1032	1826	3867	1030	1083	663	924
13	0	1071	1401	1583	756	730	964	2097	1286	0	1038	2604
14	843	880	1044	0	555	1203	100	2835	974	1060	1021	993
15	834	2279	1781	1462	1060	717	1320	1660	0	200	1754	0
16	654	1526	1576	1832	1548	0	1314	1903	696	1091	1235	1145
17	951	0	0	1721	975	646	843	1643	704	961	0	970
18	2396	1641	1043	1343	684	1191	1248	0	764	1913	1233	1291
19	1574	2202	1054	2164	275	1254	2338	1658	762	1063	845	535
20	0	1579	1079	1870	967	845	988	1252	1935	160	1060	1477
21	798	1860	1373	1265	1023	1313	0	2090	770	877	908	1069
22	915	2400	2167	2634	1364	918	1576	1140	150	1188	1649	0
23	894	1981	2112	2494	962	550	952	1650	1409	1529	1258	1102
24	1023	0	100	1714	2411	852	1306	1463	690	1016	500	CLOSED
25	2469	4042	1499	2024	2176	917	1111	3580	920	2823	945	CLOSED
26	1386	3356	1842	2238	1218	1130	1407	2150	1172	1430	874	CLOSED
27	0	3038	936	1699	1932	1372	667	1796	1524	0	875	1332
28	1414	3003	1142	0	3168	1896	0	1775	887	3520	778	1349
29	1145	0	1758	863	3004	806	1283	2263	340	2745	1560	170
30	725	0	832	547	2274	0	1225	1267	989	2834	989	1693
31	1102	0	0	0	2110	0	1958	711	0	1989	0	1214
TOTAL	32110	43006	39270	47141	41771	27383	33156	55798	22580	42639	30959	27159

ST FAGANS NATIONAL HISTORY MUSEUM DAILY VISITOR FIGURES

Dates	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
1	CLOSED	412	8309	1681	502	2102	1216	1752	954	717	1510	169
2	1030	634	978	1060	831	638	1388	1975	2370	817	672	232
3	293	390	654	1237	4141	919	1608	4521	1354	584	626	384
4	770	340	835	1070	4159	750	1064	2753	857	1317	453	157
5	218	215	733	1376	9948	1476	2298	2839	665	1387	404	171
6	145	350	771	1119	908	883	2723	2962	11174	497	394	775
7	150	590	632	803	602	819	1372	3618	13847	694	879	747
8	0	735	3180	1597	780	1644	1117	2722	719	627	635	223
9	450	478	2399	1779	809	857	2008	2512	1045	1195	1129	156
10	204	334	1244	1462	1063	921	0	969	1315	1040	613	121
11	1717	502	1104	1219	1659	1308	1521	1641	1023	1453	658	372
12	640	98	1101	3389	464	943	1919	2366	806	1439	546	360
13	271	176	1126	4517	1114	890	1996	4095	2207	492	646	1269
14	566	101	1353	3525	1119	3153	1545	2239	1413	679	598	551
15	237	741	2331	5497	1122	3937	1408	3315	755	0	1428	141
16	249	2177	3079	4757	1181	859	1610	3408	986	1444	1105	182
17	463	570	950	3945	2648	2358	1544	2385	987	772	273	128
18	508	1135	991	8908	2862	1316	1049	3178	991	1855	551	79
19	1472	820	1102	8378	781	1519	1971	3245	562	1572	463	296
20	347	933	942	2648	1022	934	6060	3996	2345	634	725	1051
21	498	730	711	12236	1464	2766	2308	2754	1726	494	313	653
22	627	2352	2043	1279	996	1995	3178	2773	822	888	926	566
23	373	798	1944	1057	379	874	2654	3672	1031	714	946	317
24	242	2003	586	3241	571	1361	3193	3121	948	360	668	CLOSED
25	1327	1943	697	1916	1999	2407	2217	995	836	1656	359	CLOSED
26	549	3123	1965	1542	6277	2033	3322	1831	685	1668	200	CLOSED
27	202	1966	907	1027	2484	791	2295	2194	1842	3301	368	577
28	264	2151	619	429	1525	1597	2665	1742	2413	3304	497	1146
29	413	0	2066	597	1667	1960	3425	1133	712	1923	933	1712
30	288	0	2397	607	2705	795	3425	2663	902	2336	1516	1418
31	109		768	0	3140	0	3976	2698		3672	0	923
TOTAL	14622	26797	48517	83898	60922	44805	67377	82067	58292	39531	14621	16333

