

22 November 2023

IC-266932-K5M7

## Request

You asked us:

*"How many businesses are aware of and have accessed and used this toolkit?  
How many businesses access your website resources on a daily basis?"*

Your request referred to the FOI self-assessment toolkit.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

## Our response

We have searched our systems and can confirm that we do not hold information within the scope of your request.

This is because while we track the number of visitors to our website, we do not track the source of these visits to either the FOI toolkit pages of our website or to our website generally. This means that we cannot differentiate if a visitor is accessing our website from a public authority, business, or as a private individual.

However, as further advice and assistance we have provided information below about general page access.

Between 1 June 2023 and 31 October 2023 we received approximately 1400 visitors to the landing page for the FOI toolkit. All pages of the toolkit received approximately 2700 visitors collectively during the same period.

Using the FOI toolkit is sometimes included in our [practice recommendations](#) for public authorities, which are published on our website. However, as stated above, we are unable to track when or how often the public authorities access the tools.

This concludes our response to your request.

## Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full review procedure [here](#).

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint through our website](#).

## Your information

Our [Privacy notice](#) explains what we do with the personal data you provide to us, and set out your rights. Our retention schedule can be found [here](#).

Yours sincerely



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