

7 August 2025

Dear ,

ATISN 24942: The Hwb Programme

Information requested

Thank you for your request which I received on 13 July 2025. You have requested information under the Freedom of Information Act regarding the Hwb Programme. Specifically, you have asked for details on the following:

1. A detailed breakdown of the current staffing structure of the Hwb programme (or Digital services division), including:
 - 1.1. All individual roles and job titles within the programme
 - 1.2. A description of the responsibilities or remit of each role
 - 1.3. The number of staff currently employed in each role
 - 1.4. Whether roles are full-time, part-time, temporary, seconded, or permanent
 - 1.5. The pay band or grade for each role, if available
2. An organisational chart or visual structure (if one exists) showing how the Hwb programme is structured within the Welsh Government or Digital Services division, and how it relates to other relevant departments or directorates.
3. The total number of staff working on the Hwb programme, including any contractors or agency staff, as of the most recent date available.
4. A list of any external partners, agencies, or suppliers that are currently working with or contracted by the Hwb programme, along with a brief description of the nature of their involvement.

Our response

As the information you have requested involves detailed data and visual explanations, we have provided most of the information in the form of spreadsheets and diagrams as for clarity and completeness. These are set out in the attached annexes.

A detailed breakdown of the current staffing structure of the Hwb programme

We have provided the necessary information to address your request for a detailed breakdown of the current staffing structure of the Hwb programme, including all individual roles and job titles, descriptions of each role's responsibilities, current staffing numbers, employment types (full-time, part-time, temporary, seconded, or

permanent), and pay bands or grades where available. This information is set out in the organogram at **Annex A** and the accompanying spreadsheet at **Annex B**.

An organisational chart or visual structure (if one exists) showing how the Hwb programme is structured within the Welsh Government or Digital Services division, and how it relates to other relevant departments or directorates.

We have provided the requested organisational charts at **Annex A, C & D** which sets out the structure of the Hwb programme within the Welsh Government's Digital Services Division and its relationship to other relevant departments and directorates.

The total number of staff working on the Hwb programme, including any contractors or agency staff, as of the most recent date available.

We have provided the total number of staff working on the Hwb programme, including contractors and agency staff, as of the most recent available date, in the spreadsheet at **Annex B**.

A list of any external partners, agencies, or suppliers that are currently working with or contracted by the Hwb programme, along with a brief description of the nature of their involvement.

It's important to note that, under the Freedom of Information Act, public authorities are not obliged to create new information to respond to requests. As confirmed by the Information Commissioner's Office (ICO) in *The Guide to Freedom of Information*:

"The Act does not cover information that is in someone's head. If a member of the public asks for information, you only have to provide information you already have in recorded form. You do not have to create new information or find the answer to a question from staff who may happen to know it."

With that in mind, the Schools Digital Services Division works closely with a wide range of external suppliers, technical specialists, and industry experts to support the delivery and continuous improvement of the Hwb programme. This includes collaboration in key areas such as cyber security, digital identity management, device provisioning, infrastructure development, and cloud-based service integration, ensuring that schools across Wales have secure, reliable, and future-ready digital services. The following is a list of external partners, agencies, or suppliers that are currently working with or contracted by the Hwb programme:

CymruSOC	Cyber Security
Google	Education Technology Partner
Apple	Education Technology Partner
Microsoft	Education Technology Partner
Softcat	Third Party Supplier
Computacenter	Third Party Supplier
Actica	Security Consultancy
Blake Morgan	Legal Services
Avanade	M365 Managed service provider

XMA	Third Party Support
Getech	Third Party Support
Praesidio Safeguarding	Educational Resource Provider
Childnet International	Educational Resource Provider
Internet Matters	Educational Resource Provider
CDSM Interactive Solutions	Digital Learning Solution Provider (Hwb Platform)
Atebol	Translation Services
Freshworks	IT Service Management Software (ITSM) provider
Getty Images	Image repository

Next steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely