

23 December 2025

Dear

ATISN 26433 - Workforce impact of Hwb adoption

Information requested

Thank you for your request which I received on 30 November 2025. You asked for information under the Freedom of Information Act 2000 regarding any assessments, documents, correspondence and consultation materials related to workforce impacts such as role changes or union engagement arising from the rollout of Hwb managed IT services since 1 January 2022.

Our response

Following a search of our paper and electronic records, I have established that the information you require is not held by the Welsh Government.

The Welsh Government provides Hwb as a national digital platform and suite of tools and services for all maintained schools in Wales. Decisions relating to the adoption, configuration and operational use of Hwb services, including any associated workforce, HR or staffing considerations, are matters for individual local authorities and schools.

While Welsh Government sets the strategic direction for Hwb and funds the national platform, local authorities retain responsibility for local delivery models, staffing structures and workforce planning. Any assessments relating to the impact of technology adoption on local workforces would therefore be held, if at all, by the relevant local authority rather than the Welsh Government.

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