

25 March 2026

Dear

Complaint in respect of ATISN 26695 - HateLab

I am writing further to your email of 25 February 2026 and your request for an internal review of Welsh Government's response to your Freedom of Information Act request ATISN 26695. I have now undertaken the review and have set out my findings below.

In your original request dated 11 February 2026 you asked for the following information:

Under the Freedom of Information Act 2000, I am requesting copies of recorded information relating to the Welsh Government's internal use of the HateLab dashboard.

Specifically, please provide copies of presentations and internal documents in which HateLab dashboard data or outputs were included, referenced, or interpreted. This includes, for example:

- *Slide decks or presentation materials (e.g. PowerPoint or PDF)*
- *Formal briefing papers or analytical reports*
- *Internal summaries or documents prepared for meetings or decision-making*

For clarity, the relevant search keyword for this request is "HateLab".

This request covers material created, circulated, or retained from 1 January 2020 to the present date.

To assist with cost limits, please prioritise the most recent material first and work backwards in time until the appropriate cost limit is reached.

If any part of the requested information is exempt from disclosure, please provide the remaining material and explain which exemptions are being applied and why.

I would prefer to receive the information in electronic form.

In the response to your request of 16 February, you were informed, following a search of electronic and paper records, that Welsh Government did not hold the information requested.

In your email requesting an internal review, the grounds of your complaint were set out as:

Please conduct an internal review of the conclusion that no relevant recorded information is held, having regard to the published case study and its references to:

- *Creation of queries on the Dashboard*
- *Use of HERO Detect*
- *Monthly Community Cohesion monitoring reports*
- *Ad hoc updates informed by Dashboard activity*

(b) Further Information Requested

Please provide the following recorded information:

1. Community Cohesion Monitoring Reports

- Copies of all monthly Community Cohesion monitoring reports submitted to Welsh Government from October 2021 to the present date.
- Copies of any ad hoc Community Cohesion updates submitted during the same period.

2. HateLab / HERO Detect Monitoring Terms

- A list of all search terms, keywords, phrases, classifiers, or query strings used by Welsh Government officials when using the HateLab Dashboard or HERO Detect.

3. Dashboard Outputs

- Copies of all downloaded, exported, saved, or otherwise retained outputs from the HateLab Dashboard or HERO Detect since October 2021.

This includes (but is not limited to):

- Data exports (e.g. CSV files)
- Screenshots
- Word clouds
- Analytical summaries
- Briefing slides
- Internal reports incorporating Dashboard data

4. Financial Information

- The total amount spent by the Welsh Government on access to, licensing of, or participation in the HateLab Dashboard pilot since October 2021.
- A breakdown of those costs, including (where recorded):
 - Licence or subscription fees
 - Payments to Cardiff University or any other provider
 - Staff costs directly attributable to the Dashboard project (if separately recorded)
 - Any additional project or pilot funding allocated

If any of this information is considered exempt, please provide the non-exempt material and cite the specific exemption relied upon, together with the public interest test where applicable.

If section 12 (cost limit) is likely to be engaged, please begin with section (b)(1) and proceed sequentially until the limit is reached.

Much of the information requested as part of your complaint and request for an internal review constitutes requests for additional information. Welsh Government is treating these additional requests as a separate request for information, and you have been sent a response to these on 23 March, reference ATISN 26756. I have limited my internal review to the disclosure of written information requested in your original request for information on 10 February 2026.

As part of my internal review, I have thoroughly reviewed the information held by Welsh Government in respect of your original request. I have found only one document that, whilst I do not consider to be covered by your request, makes

reference to the Hatelab dashboard, albeit not to the data or outputs. This document is already in the public domain. Professor Matthew Williams, of HateLab, submitted an evidence paper about the platform to the Senedd Equality and Social Justice Committee's Inquiry Social Cohesion in early 2025. This included a section which was a 2022 document in our files relating to Welsh Government's access to the HateLab dashboard between April 2021 to October 2022. This document was published in full in the evidence paper (pages 30-31). Professor Matthew Williams' evidence paper included headings and screenshots which were not produced by Welsh Government. Pages 1-29 and 32-42 were not produced by Welsh Government. As I have indicated above, the Welsh Government 2022 document does not contain HateLab dashboard data or outputs, and therefore was not disclosed in the response to your original FoI request.

In carrying out the internal review, I have found that the information requested in your original request of 10 February is not held by Welsh Government and therefore, I do not uphold your complaint.

I have considered your complaint in accordance with the procedure outlined in the Welsh Government's Practical Guide for Making Requests for Information which is available by post on request or via the internet at:

<https://www.gov.wales/requesting-information-welsh-government-html>

If you remain dissatisfied with this response you 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.

Yours sincerely

A J John
Director, Communities and Social Justice