

23 March 2026

Dear

ATISN 26756 – HateLab

Thank you for your request which I received on 25 February 2026. You asked for:

“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”*

Our response

Following a search of our paper and electronic records, I have established that the information you require for parts 2, 3 and 4 is not held by the Welsh Government. However, we can confirm that Welsh Government did not pay anything to have access to the HateLab Dashboard and our access ended in October 2022.

From our preliminary assessment, we estimate that it will cost more than the appropriate limit set out in the Freedom of Information and Data Protection

(Appropriate Limit and Fees) Regulations 2004 to answer your request for part 1. The appropriate limit specified for central government is £600. This represents the estimated cost of it taking over 24 hours of time to determine whether we hold the information and to thereafter locate, retrieve and extract it.

The aspect of your request which is most time-consuming to process is point 1, 'community cohesion monitoring reports'. In order to provide you with the information that you have requested it would require the manual review of all correspondence and documentation received in relation to the Community Cohesion Programme covering a period of over four years. We would need to then assess whether each of these pieces of correspondence represents a "monitoring report" or "update". Until we open each piece of correspondence or documentation, we cannot say if it contains an update. This process would involve a substantial amount of work that would exceed the appropriate limit. Consequently, we have decided not to provide you with the information you have requested.

You may wish to refine your request for "*1. Community Cohesion Monitoring Reports*" by narrowing its scope to be more specific about what reports or information you particularly wish to obtain, including any dates or period of time relevant to the information required. If you do refine your request in this way, this will be treated as a new request.

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