

3 June 2026

Dear

ATISN 26945 – The most recent document or documents that set out service commitments, service levels, or minimum service expectations for schools using the Hwb platform.

Information requested

Thank you for your request which I received on 5 May 2026. You asked for information under the Freedom of Information Act 2000 regarding the most recent document or documents that set out service commitments, service levels, or minimum service expectations for schools using the Hwb platform, which may include, but not limited to:

Service level agreements (SLAs)

Service descriptions or service frameworks

Policy or guidance documents describing what schools can expect from Hwb.

Our response

In accordance with our duty under section 1 of the Freedom of Information Act 2000, the Welsh Government confirms that it holds information relevant to your request.

As Hwb is a national service across Wales, formal agreements are established with local authorities, who hold the statutory responsibility for education, rather than directly with individual schools.

Our governance and service framework is not defined through a single standalone document (such as a traditional Service Level Agreement). We operate through Memorandum of Agreement (MoA) with each local authority, supported by a suite of published documents that collectively describe the roles, responsibilities, and operation of the Hwb service. This approach is underpinned by the Education Digital Standards (EDS).

Information about the Hwb service, including the expectations on users and local authorities, is set out across a range of documents. These include:

- Public-facing Hwb guidance and service information, which explains the platform's scope, purpose, and availability.

- A Memorandum of Agreement between the Welsh Government and local authorities, setting out roles, responsibilities, and shared expectations for service delivery. You previously received an appropriately redacted version of this document in response to request ATISN 26326.
- Supporting policy documents covering areas such as data protection, acceptable use, security, and service operation.

This suite of documentation is publicly available on the Hwb website. I have included links, for your ease, at Annex A. Together, these documents describe the intended operation and outcomes of the service.

Hwb is supported by a framework-based approach, with expectations defined through national standards, policy frameworks, and governance arrangements rather than a single formal service framework or service level agreement.

Taken together, these documents describe:

- The scope and nature of the Hwb service, including access to centrally funded tools and resources
- The roles and responsibilities of Welsh Government and local authorities in supporting delivery
- The governance, safeguarding, and compliance arrangements that underpin the service

The Education Digital Standards (EDS) provide the national expectation for schools' digital environments across Wales, ensuring that they are consistent, safe and future proofed. The standards were co constructed with local authorities and are regularly reviewed and updated to reflect evolving technology, security requirements and best practice. They cover the full digital ecosystem, including connectivity, infrastructure, device management and online safeguarding, supporting schools to deliver reliable and secure digital services. The standards underpin national investment through the Hwb programme and support a “once for Wales” approach to ensure consistency, equity and value for money.

Local authorities may hold additional detail in their own local policies that reflects the arrangements with schools, in line with the agreements set out in the Memorandum of Agreement we hold with individual local authorities.

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

Annex A

Links to public facing documentation:

- Hwb

[About us - Hwb](#)

<https://hwb.gov.wales/about-us/>

- Terms and conditions

[Terms and conditions - Hwb](#)

<https://hwb.gov.wales/help-and-support/trust-centre/data-protection/terms-and-conditions>

- Acceptable use policy

[Acceptable use policy - Hwb](#)

<https://hwb.gov.wales/help-and-support/trust-centre/data-protection/acceptable-use-policy>

- Privacy notice

[Privacy notice - Hwb](#)

<https://hwb.gov.wales/help-and-support/trust-centre/data-protection/privacy-notice>

- Hwb services and operational management overview

[Hwb services operational management overview - Hwb](#)

<https://hwb.gov.wales/help-and-support/trust-centre/hwb-services-operational-management-overview>

- Using Hwb in your school

[Using Hwb in your school - Hwb](#)

<https://hwb.gov.wales/help-and-support/using-hwb-in-your-school>

- Setting up Hwb in your school

[Setting up Hwb in your school - Hwb](#)

<https://hwb.gov.wales/help-and-support/using-hwb-in-your-school/setting-up-hwb-in-your-school>

- Hwb strategic overview

[Hwb strategic overview - Hwb](#)

<https://hwb.gov.wales/school-improvement-and-leadership/digital-in-education/hwb-strategic-overview>

- User guidance and responsibilities

[User guidance and responsibilities - Hwb](#)

<https://hwb.gov.wales/help-and-support/trust-centre/user-guidance-and-responsibilities>

Service Frameworks:

- Educational Digital Standards (EDS)

[Education digital standards - Hwb](#)

<https://hwb.gov.wales/school-improvement-and-leadership/education-digital-standards/>

- Digital Competence Framework

[Digital Competence Framework \(DCF\) - Hwb](#)

<https://hwb.gov.wales/curriculum-for-wales/cross-curricular-skills-frameworks/digital-competence-framework-dcf/>

- Enhancing digital resilience in education

[Enhancing digital resilience in education: An action plan to protect children and young people online - Hwb](#)

<https://hwb.gov.wales/keeping-safe-online/enhancing-digital-resilience-in-education-an-action-plan-to-protect-children-and-young-people-online>

- 360 Safe Cymru

[360 safe Cymru - Hwb](#)

<https://hwb.gov.wales/keeping-safe-online/360-safe-cymru/>