



17 July 2017

Dear ,

ATISN 11373 Hwb and Hwb+ details

Thank you for your request which I received on 28 June 2017. You asked for:

Question 1:

- *how many page views are actually from IP addresses of schools in Wales, and NOT schools or individuals outside of Wales; or URLs or IP addresses outside Wales; or search engines or BOTS?*
- *how many unique users logged in during this month?*
- *what do both these figures (schools in Wales, unique users) look like for the most current month(s)?*

Question 2:

On October 4th 2016, the Welsh Government published an independent report on the Hwb project which outlined the Learning and Digital Wales programme and shows that the adoption of the technology by schools in Wales has been very high - there is much to learn here for others worldwide.

As a researcher, I need to request information on how the recommendations in clauses 6.1 to 6.40 have been implemented where they relate to increasing access and adoption of the platform, or where it relates to removing hurdles that currently present challenges to schools.

I notice that the report talks about two platform Hwb and Hwb+, please (sorry) could you provide this information separately for both platforms.

Question 1 Response:

- Our reporting metrics do not provide the granular detail requested, this approach would preclude the statistics for use of the platforms outside of school. However we can see that of the 3,258,716 Hwb page views in March, the top 10 locations are:
 - 1. Swansea (16.25%)
 - 2. Wrexham (8.82%)

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

- 3. Llanelli (8.25%)
 - 4. Aberystwyth (6.80%)
 - 5. Neath (5.94%)
 - 6. Haverfordwest (5.81%)
 - 7. Cardiff
 - 8. not set (4.95%)
 - 9. Bridgend (3.76%)
 - 10. Pontypridd (3.51%)
- Unique Hwb user logins for March – 105,838
 - Latest month - June Statistics – Total page views – 2,664,488, the top 10 locations:
 - 1. Swansea (15.92%)
 - 2. Wrexham (9.47%)
 - 3. Llanelli (7.89%)
 - 4. Aberystwyth (6.89%)
 - 5. Haverfordwest (6.33%)
 - 6. Neath (5.76%)
 - 7. Cardiff (4.47%)
 - 8. Cwmbran (3.53%)
 - 9. Flint (3.48%)
 - 10. (not set) (3.42%)

Unique Hwb user logins for June – 95,538

Question 2 Response:

The sections specified, 6.1 to 6.40, 'draws together the conclusions from each of the previous three sections which assess performance against the indicators in the evaluation framework, in order to assess the key questions for the evaluation. This leads to some lessons learned and some recommendations for the future development of the LiDW programme to increase the benefits of the investments made for teaching and learning in schools.'

It is not possible for us to split the responses to the recommendations across Hwb / Hwb+ as the activity generally spans the entire scope of the LiDW programme.

Section 6.25 to 6.39 specify the recommendations for Welsh Government to consider:

- Communication to teachers

Welsh Government recognises the importance of effective communication with stakeholders to ensure the on-going success of the LiDW programme. There are a range of opportunities where stakeholders are able to access information about the latest developments including:

- HwbNetworks – Professional Online Learning Communities where Hwb users can virtually meet to discuss aspects of the LiDW programme
- Hwb news feed – regular updates on the LiDW programme
- Presentations to stakeholders across Wales at school, local authority and regional education consortia level
- Events including the highly-successful HwbMeets (informal after school networking sessions for practitioners to share their ideas for using and

exploiting technology in the classroom), and the National Digital Learning Event and Awards (a event celebrating the effective use of technology in education)

- Full engagement with Estyn to ensure awareness of the centrally-funded digital opportunities that are being provided to all schools in Wales
 - DYSG – weekly Hwb updates
 - Twitter - @HwbNews / #hwbdysgu
 - LiDW CPD Grant (Phase 2) – funding to regional education consortia to support schools in their adoption and exploitation of the LiDW tools and resources.
 - The National Digital Learning Council, who act as the strategic steering group for the LiDW programme
 - LiDW roadmap – which is currently being refreshed in line with new contracts being awarded.
- Communication to head teachers and other school leaders

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 - The National Digital Learning Council, who act as the strategic steering group for the LiDW programme
 - LiDW roadmap – which is currently being refreshed in line with new contracts being awarded.
- Supporting teachers leading the implementation of digital strategies

Through the LiDW CPD Grant (Phase 2), regional education consortia are being provided with funding to build capacity to support their schools in the use and exploitation of the LiDW tools and resources. This includes:

- Support practitioners in schools to develop their confidence and competence in using the range of digital resources and tools available through the Learning in Digital Wales (LiDW) programme.

- To provide capacity for expert 'Digital Leader' support which will coordinate support for schools across the Consortium in adopting and exploiting the LiDW tools.
 - To actively promote Digital Citizenship in relation to the safe and responsible use of the tools and resources available through the LiDW programme and in relation to digital technology more widely.
 - To support practitioners in developing their own leadership and digital literacy skills in line with the development and implementation of Digital Competency Framework and the new curriculum for Wales.
 - To support the on-going development of the LiDW programme by supporting the Digital Learning Unit in gathering feedback from education practitioners to inform the future direction of the programme.
 - LiDW events including HwbMeets and the National Digital Learning Event are planned to continue.
 - Expert support provided directly by the Digital Learning Unit to stakeholders remains in place
 - 'Hwb Zones' to focus on specific areas of the curriculum, including Digital Competence.
- Supporting teachers to adopt digital learning

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- Working with Regional Education Consortia and Local Authorities

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 - 'Hwb Zones' to focus on specific areas of the curriculum, including Digital Competence.
- Parents and the general public
 - The Hwb platform provides parents and the general public with a wide range of high-quality, bilingual digital resources. This includes the e-Safety zone which provides a range of resources to support parents.
- Technical investment and improvements
 - Regular stakeholder engagement sessions allow the Digital Learning Unit to capture requests for enhanced and new functionality. This is then reviewed and prioritised against the current scope of the various programmes of activities.
 - The contract specification for the re-procurement of the Hwb platform in 2016 included a range of stakeholder identified developments to ensure the platform continued to develop in line with user needs.
- Connectivity and Hardware
 - Officials have worked closely with stakeholders to revise the 2020 aspirational targets, with a particular focus on the size of the school and pupils on roll.
 - Following a review of all schools, in line with the new 2018 targets, ca. 340 schools were identified as having technology limitations. As a result, Welsh Ministers announced a further investment in broadband improvements to enable all schools in Wales to achieve the new bandwidth targets.
 - Officials are developing an ICT control framework for schools to help establish minimum requirements, and provide best practice guidance for all ICT provision, including:
 - Broadband provision
 - Internal network infrastructure, including Wi-Fi
 - Support and software licensing contracts
 - Developing and managing BYOD policies

- Officials are developing Digital Standards for Education which will ensure the investments made through the LiDW Programme, as well as best practice initiatives identified across the Education sector, are presented in a unified and coherent digital vision.
- Officials have established arrangements with the Public Service Broadband Aggregation (PSBA) team and National Procurement Service (NPS) to identify opportunities for developing new services, and procurement frameworks, to maximise the investment made by the LiDW Programme. The services being targeted will provide efficiencies across local authorities and include:
 - Centralised web filtering and internet access to simplify management and reduce costs.
 - Direct connections to content/service providers (e.g. Microsoft Azure, Amazon Web Services) to provide a better and more consistent experience for learners.
 - Shared services/frameworks to support standardisation across schools and help achieve efficiencies in costs, support arrangements and operating models e.g. student information management systems (SIMS) to standardise data collection across schools.
- Future evaluation
 - Welsh Government would consider a future evaluation at an appropriate point.

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: FreedomOfInformationOfficer@wales.gsi.gov.uk

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