



Llywodraeth Cymru
Welsh Government

25 September 2026

Dear ,

Information Requested – ATISN 27346 & ATISN 27486

Thank you for your requests for information linked to the Welsh Government's approach to supporting sanctuary seekers in terms of accommodation, housing and move on, which you sent on 14 August 2026 (ATISN 27346) and 9 September 2026 (ATISN 27486).

The information you requested is detailed below.

ATISN 27346:

- Copies of all standard or template communications used since 1 January 2021 by the Welsh Government, or by organisations delivering Welsh Government-funded sanctuary, refugee integration, move-on, housing or resettlement support on its behalf, when communicating with refugees, people seeking asylum, newly recognised refugees or resettled persons about housing, move-on support, accommodation, settling in Wales, remaining in Wales or finding longer-term accommodation in Wales.
- This request includes, but is not limited to, template letters, template emails, SMS/text-message templates, call scripts, caseworker scripts, factsheets, attachments, welcome packs and guidance documents.
- Communications used for people who have received a positive asylum decision or refugee status and are leaving Home Office asylum accommodation, including any communications about the 28-day move-on period, local authority homelessness support, Welsh Refugee Council support, the Wales Sanctuary Service, the Move On Service, private rented accommodation, or longer-term accommodation in Wales.
- On 27 August 2026 you clarified the following definitions:

“Resettled persons”: ‘People supported in Wales through refugee resettlement or relocation schemes, including but not limited to UK resettlement schemes,

Afghan schemes and similar schemes where people are supported to settle or find accommodation in Wales.'

"Standard or template communications": 'non-case-specific material designed to be reused or adapted for multiple recipients. This includes template letters, template emails, SMS/text templates, call scripts, caseworker scripts, factsheets, attachments, welcome packs and guidance documents.

- You also clarified that the request is not limited only to the direct provision of accommodation. It includes reusable communications about housing, move-on support, leaving Home Office accommodation, the 28-day move-on period, local authority housing or homelessness support, Welsh Government-funded support, Welsh Refugee Council support, the Wales Sanctuary Service, the Move On Service, private rented accommodation, settling in Wales, remaining in Wales or finding longer-term accommodation in Wales.
- You clarified that you are not seeking individual case correspondence or personal data.
- You clarified "On its behalf": 'records held by the Welsh Government and records held by contractors, grant-funded providers or delivery partners for the purposes of delivering Welsh Government-funded sanctuary, refugee integration, move-on, housing or resettlement support, where those records are held on behalf of the Welsh Government for FOIA purposes.'
- You clarified the request is for reusable/template material used to communicate with those groups about those housing and settlement matters. It is not a request for individual case files.

ATISN 27486:

- Grant award letters, funding agreements, service specifications, business cases, terms and conditions, KPIs, monitoring returns, performance reports, and evaluations since 1 January 2021 for Welsh Government funding to the Welsh Refugee Council or any other external body for the Wales Sanctuary Service, Move-on Service, Refugee Well Housing Project, or equivalent support for newly recognised refugees after a positive asylum decision.
- This includes support relating to move-on, housing, homelessness prevention, local authority referrals, private rented accommodation, integration, settling in Wales or remaining in Wales.
- Any records showing whether the support was considered statutory, discretionary, policy-based, or grant-funded.

Our response

The requests for information are both linked to the Welsh Government's approach to supporting sanctuary seekers in terms of accommodation, housing and move on and have therefore been aggregated into this single response.

From our 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 requests. 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.

For the request under ATISN 27346, an initial search of our electronic records using some of the terms within your request identified more than 1,000 potentially relevant documents. Allowing an average of 2 minutes to open and review each document to determine if it falls within scope would exceed 24 hours.

For the request under ATISN 27486, an initial search of our electronic records for one of the projects set out in your request alone took 8 hours. Equivalent searches would also be required for the other projects within the scope of your request. We estimate that locating, retrieving and extracting potentially relevant information would similarly require at least 8 hours.

Consequently, we have decided not to provide you with the information you have requested.

You may wish to refine your request by narrowing its scope, for example by being more specific about what information you particularly wish to obtain or by narrowing the timeframe covered by the request. It may also be helpful to focus on particular questions, topics or records of interest, rather than seeking broad categories of information.

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 numbers 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