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Welsh Government

## Consultation – summary of response

# Regulation and Inspection of Social Care (Wales) Act 2016

Health and Social Care (Wales) Act 2025 Implementation:

Changes to requirements in relation to service provider annual returns  
and cancellation of a service provider's registration

13 January 2026

Mae'r ddogfen hon ar gael yn Gymraeg hefyd / This document is also available in Welsh  
Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg / We welcome correspondence and telephone calls in Welsh

## Overview

This document summarises responses to the consultation about changes to requirements in relation to service provider annual returns, and cancellation of a service provider's registration.

The consultation related to the regulation of social care services under the Regulation and Inspection of Social Care (Wales) Act 2016, as amended by Part 1 Chapter 2 of the Health and Social Care (Wales) Act 2025.

The consultation covered proposals for making regulations to:

- prescribe the time limit within which a service provider must publish an annual return on its website
- enable the offence of failure to publish an annual return to be dealt with via a penalty notice
- specify the information to be required when a service provider applies to cancel their registration

## Action Required

This document is for information only.

## Further information and related documents

Large print, Braille and alternative language versions of this document are available on request.

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This document is also available in Welsh: [Cynnig newidiadau i drefniadau rheoleiddio gwasanaethau gofal cymdeithasol | LLYW.CYMRU](#)

## Additional copies

This summary of response and copies of all the consultation documentation are published in electronic form only and can be accessed on the Welsh Government's website.

Link to the consultation documentation: [Proposed changes to the regulation of social care services | GOV.WALES](#)

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## Background

The [Regulation and Inspection of Social Care \(Wales\) Act 2016](#) (“the 2016 Act”) received Royal Assent on 18 January 2016. It reformed the regulation and inspection regime for social care in Wales. The 2016 Act aims to provide greater transparency and comparability across social care services in Wales, to rebalance the accountability within the system, so the appropriate agencies or individuals are held responsible in law; and to move beyond an approach based on compliance towards one that reflects the quality of provision. This system of service regulation, established under the 2016 Act, has been operating since relevant providers began re-registering their services with Care Inspectorate Wales (CIW) in 2018.

The [Health and Social Care \(Wales\) Act 2025](#) (“the 2025 Act”) which received Royal Assent on 24 March 2025, makes a small number of amendments to the 2016 Act in relation to social care service, to help the regulatory framework operate more effectively (see [Part 1, Chapter 2](#)).

The Law Wales website provides overviews of both [the 2025 Act](#) and [the 2016 Act](#), and their development. For the 2025 Act, this includes links to the [consultation on proposed changes to primary legislation](#), undertaken by the Welsh Government in 2022, and an [Explanatory Memorandum](#) that offers a detailed explanation of the legislative changes made by the 2025 Act, along with an assessment of the regulatory and [other impacts](#) identified.

## Implementation

To support implementation of amendments made to the 2016 Act through the 2025 Act, this consultation sought views on the proposed exercise of regulation-making powers to:

- prescribe the time limit within which a service provider must publish an annual return on its website
- enable the offence of failure to publish an annual return to be dealt with via a penalty notice
- specify the information to be required when a service provider applies to cancel their registration under the 2016 Act.

We intend these regulations will come into effect from 1 April 2026.

## The consultation

A 12-week consultation was undertaken between 16 July and 8 October 2025. Respondents were invited to submit their views via the online form, by email or post. Notification of the consultation was sent via email to a range of stakeholders with an interest in the proposals and the Minister announced the start of the consultation via a [Written Statement](#).

## **Consultation response**

In total the Welsh Government received 20 consultation responses. Broadly these comprised a mix of service providers, individual local authorities and umbrella organisations representing the interests of local government.

Not all consultees responded to all chapters of the consultation.

## **Time limit within which a service provider must publish an annual return on its website**

### **Question 1. Do you agree with the proposed time limit of 91 days after the end of the financial year (30 June) for service providers to publish an annual return on their website?**

The majority of respondents to this question expressed general support for the proposed 91-day timeframe, recognising it as a reasonable and proportionate deadline for service providers to prepare, submit and publish their annual returns. Several respondents noted aligning the publication date with a fixed period after the financial year-end would help standardise practice across the sector.

However, several stakeholders cautioned that the 91-day limit might pose challenges during periods of high operational demand; if there were unforeseen technological difficulties; where multiple regulated services are provided; or when other statutory reporting deadlines coincide. These respondents suggested that flexibility or contingency provisions should be considered, such as allowing for extensions in exceptional circumstances.

There was some concern that not all providers will have the same level of digital infrastructure, access to technical support or administrative capacity to be able to publish their returns within the proposed deadline. One respondent highlighted that they do not have access to their own website and that it may be difficult and time consuming for their web provider to publish their return.

Some respondents raised concerns about compliance with accessibility standards – particularly for users with visual impairments or limited digital literacy – of the PDF annual returns currently generated by CIW's online system. Fully accessible versions or user-friendly summaries to accompany the published returns should be considered. It was observed that placing the requirement on service providers to publish their returns may reduce transparency, as they would no longer be centrally available on CIW's website.

It was noted that the proposed deadline is shorter than those set by Companies House (9 months) and the Charity Commission (10 months), with a few respondents arguing that a longer period would better accommodate internal governance processes and ensure the accuracy and completeness of the data being published. Others recommended that guidance be issued to support providers, particularly smaller providers, in meeting the deadline, including templates, examples, and clarification on what constitutes compliance.

There was broad agreement with having a defined publication deadline. Some responses reflected a desire for practical support and consideration of operational realities to ensure successful implementation.

### **Welsh Government analysis and response:**

Regulated service providers are responsible for putting arrangements in place to meet the requirements of the regulatory framework as set out in regulations under the 2016 Act. The purpose here is to provide clarity and consistency in terms of the

timeframe in which providers must publish their annual returns. The timeframe of 91 days from the end of the financial year to which the annual return relates is considered reasonable and proportionate in terms of the requirement it places on service providers and ensures information is available to the public in a timely manner. There is no scope for including flexibility in terms of the publication date within the regulations. The inspectorate will take a proportionate approach to enforcement where there are exceptional circumstances.

The requirement for regulated service providers to produce an annual return and submit it to the Welsh Ministers is set out in the 2016 Act. The deadline for submitting an annual return is prescribed in the Regulated Services (Annual Returns) (Wales) Regulations 2017 (as amended). It is within **56 days of the end of the financial year to which it relates** (i.e. **26 May**). The requirement for providers to publish their own annual returns on their own website is set out in the 2025 Act. The inspectorate has been raising awareness of the forthcoming requirement for some time. These regulations deal with the timescale for publication.

We have noted the feedback about compliance with accessibility standards. CIW is addressing this matter and will amend its online system and operational guidance accordingly. The regulations do not require providers to produce and publish user-friendly summaries alongside their annual returns, but they may do so if they wish to. More broadly the statutory guidance issued under the 2016 Act states that service providers should ensure there is relevant information and support for individuals to understand the choices available to them, in a form accessible to the individual and suitable to their age and level of understanding.

We do not intend to amend the proposed time limit in response to the feedback on this consultation question.

## **Enabling the offence of failure to publish an annual return to be dealt with via a penalty notice**

**Question 2. Do you agree that the Welsh Ministers (CIW) should have the option to issue a penalty notice to a service provider where they are satisfied that the provider has failed to publish an annual return on its website within the prescribed time limit?**

There was broad support among respondents for the proposal that the Welsh Ministers, through CIW, should have the option to issue a penalty notice to service providers who fail to publish their annual return within the prescribed timeframe. Many viewed this as a proportionate and practical enforcement mechanism that promotes transparency, accountability, consistency and compliance with statutory obligations. It was widely acknowledged that such a measure could help prevent providers from disregarding their responsibilities and ensure important information is made publicly available in a timely manner.

However, while the principle of enforcement was generally accepted, respondents emphasised the need for a fair and graduated approach. Several advocated for a structured process that begins with a warning and offers support and guidance before any penalty is imposed. There was a preference for non-monetary penalties at the initial stage, with financial sanctions reserved for persistent or serious breaches. The importance of a clear and accessible appeals process was also highlighted, with calls for CIW to publish detailed guidance on how providers can challenge a penalty notice.

Concerns were raised about the practical challenges of implementation, particularly for smaller providers and those operating within local authorities. Respondents urged CIW to exercise discretion and consider mitigating circumstances. There was a shared view that penalising providers already under strain could risk service disruption/failure and undermine collaborative regulation.

Some respondents proposed alternative or complementary measures. These included adopting a support-first model, offering technical assistance to providers, and introducing a public non-compliance register to encourage reputational accountability. Others suggested that it may be sufficient for providers to signpost to the CIW website rather than publish the return on their own site, especially where digital capacity is limited. The need for CIW to provide an accessible PDF version of the return was also noted to facilitate compliance.

In summary, while most respondents supported the introduction of penalty notices as a means of ensuring compliance, they stressed the importance of proportionality, flexibility, and transparency. The proposal was seen as a positive step towards strengthening accountability, provided it is implemented in a way that recognises the operational realities faced by service providers and maintains trust in the regulatory framework.

### **Welsh Government analysis and response:**

CIW adopts a fair and proportionate approach to enforcement as set out in its published operational guidance [Securing Improvement and Enforcement Policy \(HTML document\) | Care Inspectorate Wales](#)

The inspectorate has not yet exercised its powers in relation to the scheme of penalty notices. When the penalty notice scheme is implemented the inspectorate will amend its operational guidance accordingly.

We do not intend to amend the proposal in response to the feedback on this consultation question.

**Question 3. Do you agree that the proposed amount of the penalty – level 4 on the standard scale, currently £2,500 – is proportionate?**

Respondents expressed a range of views in reply to this question. A number of stakeholders agreed that the level 4 penalty (£2,500) was appropriate and proportionate, particularly considering the seriousness of non-compliance and the potential impact on individuals affected. It was acknowledged that the amount aligns with the existing penalty for failing to submit an annual return and similar offences.

However, several contributors raised concerns about the proportionality of the penalty in specific contexts. Some felt that £2,500 could be excessive and disproportionate for smaller organisations or individual service providers.

A few respondents suggested that a tiered or more flexible approach might be more equitable. Another respondent proposed ‘tiered infringement levels: a graduated approach starting with lower-level penalties and escalating only for prolonged or serious non-compliance.’

Others questioned whether the penalty would be an effective deterrent in practice, noting that enforcement mechanisms and clarity around how penalties would be applied were equally important. There were also calls for further guidance and transparency to ensure consistency in how penalties are issued. A suggestion was put forward to ‘re-invest the fines into digital infrastructure grants to help improve systems.’

In summary, while there was general support for the principle of a financial penalty to encourage compliance, views were mixed on whether the proposed amount was proportionate in all circumstances. Respondents highlighted the need for fairness, clarity, and flexibility in the application of penalties, with consideration of a scaled or tiered penalty model may help address these concerns while preserving the deterrent effect of enforcement.

**Welsh Government analysis and response:**

The proposed penalty of £2,500 (level 4) is the lowest penalty amount prescribed in The Regulated Services (Penalty Notices) (Wales) Regulations 2017 (as amended). It equates to the penalty for failure to submit an annual return. The level of the penalty is intended to reflect the seriousness of non-compliance

The inspectorate will take a fair and proportionate approach to enforcement as set out in its published operational guidance [Securing Improvement and Enforcement Policy \(HTML document\) | Care Inspectorate Wales](#)

When the penalty notice scheme is implemented its effectiveness will be monitored in practice. It is anticipated that the penalty notice scheme will serve as an effective enforcement tool for the regulator.

Fines collected by regulatory bodies are passed to the UK Government's Consolidated Fund. There is no provision for fines to be ring-fenced or reinvested directly into sector support or digital infrastructure grants.

We do not intend to amend the proposed amount of penalty in response to the feedback on this consultation question.

## **Information to be provided within an application a service provider makes to cancel their registration**

### **Question 4. Do you agree that the information to be required on application to cancel a service provider's registration is relevant and proportionate?**

Respondents to this question broadly agreed that the proposed information requirements when applying to cancel a service provider's registration are both relevant and proportionate. There was a strong consensus that these requirements are essential to ensure that service closures are managed safely, transparently, and with due regard for the well-being of individuals receiving care.

Several responses highlighted the importance of ensuring there are detailed plans for resident transfers and workforce continuity to protect vulnerable individuals, maintain adequate staffing levels, and allow local authorities and health boards – as service planners and commissioners – to intervene where necessary. Respondents also emphasised the need for clear communication with individuals and families.,

A number of respondents raised concerns about the broader systemic impact of service closures, particularly in rural or under-served areas.

There was also support for using information from past cancellations to inform future registration decisions.

While most of the feedback was supportive, a small number of respondents expressed concern that the regulatory environment is becoming increasingly burdensome, potentially discouraging providers from remaining in the sector. Nonetheless, even among these voices, there was recognition of the need for appropriate safeguards to protect service users.

Finally, some respondents recommended the development of templates and guidance to support providers in meeting the new requirements. This would help ensure consistency and clarity in submissions, particularly in time-sensitive situations.

In summary, the responses reflect a strong endorsement of the proposed information requirements. They are viewed as a proportionate and necessary step to ensure that service closures are conducted responsibly, with a clear focus on protecting individuals, supporting families, and maintaining the integrity of the care system.

### **Welsh Government analysis and response:**

Service providers wishing to cancel their registration will be required to do so using their 'CIW Online' account. The online form will promote consistency by stating the information required as part of the application. The inspectorate's operational guidance will be amended accordingly.

The inspectorate considers a range of information, including a service provider's service history, when determining applications for registration or variation of registration. This is set out in the inspectorate's operational guidance.

The new Code of Practice on Quality Assurance, Performance Management, Escalating Concerns, and Closure of Regulated Care and Support Services laid on 1 December and which is anticipated to come into force on 28 February 2026 places requirements on local authority, Local Health Board and NHS trust commissioners. It is supported by a range of templates and other information.

We do not intend to amend the proposed information requirements in response to the feedback on this consultation question.

## Other Questions

### **Question 5. Do you think that the proposals in this consultation will have any positive or negative impacts, including on groups with protected characteristics?**

Respondents to this question provided a range of views on whether the proposals would have positive or negative impacts, particularly in relation to individuals and groups with protected characteristics. Overall, the feedback was broadly supportive of the proposals, with many highlighting the potential benefits of increased transparency, accountability, and access to up-to-date, comparable information about regulated social care services.

Some respondents noted that the publication of annual returns would empower service users – including those from protected groups – to make more informed decisions about their care.

In line with the aims of the Social Services and Well-being (Wales) Act 2014, the proposals were viewed to move beyond basic compliance and reflect the quality of care provision. Improved public confidence, greater sense of independence and choice for individuals, and consistency across services were also cited as likely outcomes.

Additionally, the default use of English and the absence of plain language summaries were identified as potential disadvantages for Welsh speakers, linguistic minorities, and those with lower literacy levels.

While some respondents felt the proposals would have a neutral impact, others questioned the relevance of the consultation question to certain protected characteristics, such as gender or sexual orientation. Nonetheless, most agreed that careful implementation and ongoing monitoring would be essential to ensure no group is disadvantaged.

To mitigate potential risks and enhance positive outcomes, respondents recommended a range of measures. These included mandating accessible formats for all digital publications (e.g. large print, audio, easy read), ensuring Welsh language parity, providing translations in other commonly spoken languages, and introducing plain language summaries. Financial and technical support for small providers was also suggested, alongside clear guidance and templates to support compliance.

In summary, while the proposals were generally welcomed for their potential to improve transparency and support equality, respondents emphasised the importance of accessibility, digital inclusion, and proportional implementation. Continued engagement with stakeholders, particularly those from protected groups, was seen as vital to ensuring equitable outcomes across the sector.

### **Welsh Government analysis and response:**

Some of the issues raised in response to this question have been addressed elsewhere in the consultation summary response report and are not repeated here.

The Welsh Government notes the feedback on the potential impacts of the proposals, including on individuals and groups with protected characteristics. Respondents generally supported the proposals, highlighting benefits such as improved transparency, accountability, and access to consistent information about regulated social care services. These outcomes align with the principles of the Social Services and Well-being (Wales) Act 2014, promoting informed choice, independence, and public confidence.

Accessible formats are available in line with existing legislation and guidance. This includes compliance with the Equality Act 2010, the Welsh Language (Wales) Measure 2011, and relevant accessibility standards.

As noted in the response to question 1 we have noted the feedback about compliance with accessibility standards. CIW is addressing this matter and will amend its online system and operational guidance accordingly. The regulations do not require providers to produce and publish user-friendly summaries alongside their annual returns, but they may do so if they wish to. More broadly the statutory guidance issued under the 2016 Act states that service providers should ensure there is relevant information and support for individuals to understand the choices available to them, in a form accessible to the individual and suitable to their age and level of understanding.

We do not intend to amend the proposals in response to the feedback on this consultation question.

**Question 6. What, in your opinion, would be the likely effects of any of the proposals on the Welsh language? We are particularly interested in any likely effects on opportunities to use the Welsh language and on not treating the Welsh language less favourably than English.**

**Do you think that there are opportunities to promote any positive effects?**

The responses to this question revealed a range of perspectives, though a common theme emerged: while the proposals may not drastically alter current practices, they present a meaningful opportunity to reinforce the use of the Welsh language in public services, particularly within the care sector.

Some respondents felt that the impact would be neutral or negligible, especially where bilingual practices are already well established.

However, others expressed concern that the proposals appear to treat Welsh language considerations as secondary, despite the legal obligations under the Welsh Language Standards, resulting in a default to English approach. There was a clear call for the proposals to do more to uphold the principle of treating Welsh no less favourably than English. In particular, the requirement for providers to publish annual returns bilingually was seen as a positive step that could promote the visibility and accessibility of the Welsh language in care settings, reinforcing cultural identity and linguistic equality.

Respondents also highlighted practical challenges, especially for smaller providers. Limited financial and staffing resources, lack of in-house translation expertise, and time pressures were cited as barriers to producing high-quality bilingual documents. Without adequate support, and in a pressured timescale, there is a risk that Welsh-language content could be deprioritised or poorly executed, undermining the intent of the proposals.

Some respondents emphasised the importance of monitoring compliance with the Welsh Language Standards to encourage consistent use of Welsh across services. Others saw the consultation itself as an opportunity to promote the technical use of Welsh, particularly in training and seminars, to address linguistic differences and support professional development.

While a minority of respondents expressed no views on the Welsh language, or viewed its use as a personal choice, the overall opinion was the proposals could have a positive effect, provided they are implemented with care, flexibility, and adequate support. The potential to strengthen bilingual practices and promote linguistic equality was widely recognised, but success will depend on ensuring providers are equipped to meet the requirements without compromising quality or accessibility.

### **Welsh Government analysis and response:**

Under the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards (No. 7) Regulations 2018, local authorities and Local Health Boards are required to publish documents in both Welsh and English. Where these organisations provide a regulated service, this will include their annual returns. Other regulated service providers have the option to publish their annual returns in English only, Welsh only, or both languages.

We do not intend to amend the proposals in response to the feedback on this consultation question.

### **Question 7. In your opinion, could the any of the proposals be formulated or changed so as to:**

- **have positive effects or more positive effects on using the Welsh language and on not treating the Welsh language less favourably than English; or**
- **mitigate any negative effects on using the Welsh language and on not treating the Welsh language less favourably than English?**

A range of views were expressed in response to this question. While some respondents felt that the proposals would have a neutral effect, others identified clear opportunities to strengthen the approach, to promote linguistic inclusion and cultural identity, and ensure the Welsh language is treated no less favourably than English.

A recurring concern was the lack of clarity around how Welsh language requirements would be monitored or enforced. Without defined compliance mechanisms, there is a risk that the visibility and use of Welsh in care services could be undermined.

Respondents highlighted the importance of embedding Welsh language considerations into the regulatory framework, with clear metrics and enforcement processes to ensure parity.

Several practical suggestions were made to enhance the positive impact of the proposals. These included requiring a minimum Welsh-language summary in all returns, providing bilingual templates and translation support to ease administrative burdens, and offering phased or extended timelines to allow providers sufficient time to comply. Encouraging the use of Welsh in wider communications – beyond the minimum requirements – was also seen as a way to promote linguistic inclusion and normalise its use across the sector.

One local authority, having collated views from its relevant staff and independent providers within its area, reported a strongly held view that all providers in Wales – not just local authorities or public bodies – should be required to publish their returns in both Welsh and English. Some other respondents agreed regulations could explicitly require annual returns to be submitted and published bilingually.

Some respondents emphasised the need for CIW to play a more active role in supporting bilingual publication. This could involve offering official Welsh-language templates or translation services, particularly for smaller providers who may lack the resources to meet bilingual requirements independently. Such support would help ensure that both Welsh and English versions of documents are published simultaneously and to a consistent standard.

Overall, the responses suggest that the proposals could be strengthened by mandating bilingual publication, offering practical support to providers, and embedding Welsh language considerations more firmly within the regulatory framework. These measures would help promote linguistic equality and ensure that the Welsh language is not treated less favourably than English in the delivery of care services.

### **Welsh Government analysis and response:**

The Welsh language is promoted and protected under the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards (No. 7) Regulations 2018. In line with these requirements, services must make an Active Offer by providing Welsh services proactively, so people can access them without asking, ensuring equality and respect for language choice.

CIW plays an important role in monitoring and enforcing Welsh language requirements within social care and childcare services. CIW ensures that forms, guidance documents, and most publications are available in both Welsh and English. At registration, CIW confirms the provider's language of choice and checks this through annual data collection. Social care service providers are required to include information about their Welsh language provision in their Statement of Purpose, and CIW monitors this as part of its registration and inspection processes.

The regulations do not explicitly require all service providers to submit and publish annual returns in both Welsh and English. However, Welsh language considerations are embedded within the regulatory framework through existing requirements and CIW's oversight.

A wide range of support for providers to strengthen Welsh language provision is already in place. CIW provides bilingual templates, including for the annual return, and guidance to assist providers in meeting their obligations.

The consultation paper used the standard Welsh Government format.

We do not intend to amend the proposals in response to the feedback on this consultation question.

**Question 8. We have asked a number of specific questions. If you have any related issues which we have not specifically addressed, such as any practical implications to consider for service providers, please use this space to report on them.**

Some of the issues raised in response to this question have been addressed elsewhere in the consultation summary response report and are not repeated here. A number of the matters raised in response to this consultation question are beyond the scope of the draft regulations.

One respondent questioned if, while the requirement for providers to publish annual returns on their own websites is welcome, it is unclear how CIW will monitor compliance. Enforcement will rely on CIW having sufficient capacity and infrastructure to identify non-compliance and act swiftly.

**Welsh Government response:** CIW will monitor compliance with the requirements in the draft regulations when they become part of the regulatory framework.

One respondent suggested that, for organisations operating multiple homes across Wales and the wider UK, annual returns could be published collectively in a single document rather than uploading multiple individual files.

**Welsh Government response:** The existing requirements already provide for the preparation and submission of a single annual return including information on all services the service provider is registered to provide in Wales.

Respondents also recommended aligning CIW annual returns with Social Care Wales (SCW) reporting to reduce duplication and lessen administrative pressures. Clear guidance and standardised templates were seen as essential to support consistent compliance. Concerns were raised about the lack of a formal mechanism for data sharing between CIW and SCW. This gap was seen as a barrier to joined-up oversight and strategic planning. Respondents also noted that CIW's role in monitoring and responding to published data is not clearly defined, which could result in missed opportunities for early intervention and service improvement.

**Welsh Government response:** Issues relating to data collection challenges, particularly around alignment and sharing between CIW and SCW fall beyond the scope of these regulations. However, CIW and SCW are working together to amalgamate their two data collections to reduce the administrative burden on social care providers and to improve the quality of workforce data. A single data collection process is anticipated from 2026.

Concerns were expressed about the cost of publication.

**Welsh Government response:** We do not anticipate publication costs will be significant. Publishing a PDF document on an existing website typically incurs minimal or no additional cost, as the main expense relates to maintaining the website rather than uploading documents meet the needs of providers.

We do not intend to amend the proposals in response to the feedback on this consultation question.

## Next Steps

The Annual Returns (Miscellaneous Amendments) (Wales) Regulations 2026 and The Regulated Services (Registration) (Wales) (Amendment) Regulations 2026 will be laid before the Senedd in January 2026.

Subject to those relating to annual returns being approved by Senedd Cymru, and those relating to registration not being annulled by Senedd Cymru, they will come into force on 1 April 2026.

All of the draft documents will be available on the Senedd website: [Subordinate Legislation \(senedd.wales\)](https://www.senedd.wales).

## **Annex A - List of respondents**

List of respondents who completed the form and were happy to share their details:

1. Bethany Home Ltd.
2. Cardiff Council
3. Conwy County Borough Council
4. Flintshire County Council
5. GMB Union Wales South West
6. Cyngor Gwynedd
7. HC-One Wales
8. Social Care Wales
9. Stella Maris Convent and Care Home
10. Tofiat Care Ltd.
11. Welsh Local Government Association
12. Wrexham County Borough Council

Four respondents answered anonymously, and four declined to give permission to share their details.