

14 August 2025

Dear

Reference ATISN 24949 - Dental Practices

Thank you for your information request on 23 July 2025 regarding data on registrations, variations, and cancellations for dental practices in Wales.

Your Request

1. *New registrations, variations, and cancellations by:*
 - a. *Practice type: NHS, private-only, mixed NHS/private*
 - b. *Application category: initial registration; change of ownership/operator; change of premises address; change of registered manager; change in scope of services.*
2. For each month and category, the total number of applications received and the number approved.
3. Please provide this information in a machine-readable format (CSV or Excel), with separate columns for month, practice type, application category, applications received, applications approved, and (if feasible) provider HIW ID.
4. **Ongoing Reporting:** Please continue to provide this data on either a monthly or quarterly basis going forward, so we can track registration activity in near real-time.

Our Response

Regarding **Part 1a** of your request, we can only provide information for private-only and mixed NHS/private dental practices. We do not hold this type of information for NHS-only dental practices, as we do not regulate these services.

In response to **Parts 1a, 1b, 2 and 3**, please find attached excel report (Enclosure 1) from HIW's Customer Relationship Management (CRM) system containing the following information:

- Practices Deregistered - From April 2019
- Practice Applications - From March 2022
- Practice Variations - From May 2023
- Manager Applications - From March 2022
- Manager De-registrations - From March 2022

Please note that for some of your request we are only able to provide information since the implementation of HIW's CRM System in March 2022 through to June 2025. In addition, details related to changes in scope of services are not available, as they are not captured within the CRM system.

To obtain data prior to the formation of HIW's CRM System (from January 2018 to February 2022) –including any changes in service scope, we would need to manually review approximately 560 records, which we estimate would take a minimum of 120 hours.

Section 12 of the Freedom of Information Act does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit. Regulation 3 of the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 sets out that the appropriate limit is £600. Regulation 4(4) states that the cost of the time which you expect to spend dealing with the request must be estimated at a rate of £25 per hour. This means that the request would exceed the appropriate limit if complying would take more than 24 hours of work. Therefore, on this basis, we are unable to provide you with the information requested from January 2018 to February 2022, including any changes in service scope, as it would exceed the appropriate limit.

Regarding **Part 4** of your request about ongoing reporting, please note that the Freedom of Information Act 2000 only applies to information that is held at the time the request is made. It does not extend to information that may be held in the future.

Next Steps

HIW operates within the Welsh Government's framework for handling Freedom of Information requests. 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: Freedomofinformation@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