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WELSH STATUTORY INSTRUMENTS

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**2019 No. 165**

**The Regulated Advocacy Services (Service Providers  
and Responsible Individuals) (Wales) Regulations 2019**

**PART 14**

**Requirements on responsible individuals for monitoring,  
reviewing and improving the quality of the service**

**Quality of service review**

**50.**—(1) The responsible individual must put suitable arrangements in place to establish and maintain a system for monitoring, reviewing and improving the quality of the service.

(2) The system established under paragraph (1) must make provision for the quality of the service to be reviewed as often as required but at least every six months.

(3) As part of any review undertaken, the responsible individual must make arrangements for—

- (a) considering the outcome of the engagement with individuals and others, as required by regulation 46 (engagement with individuals and others);
- (b) analysing the aggregated data on incidents, notifiable incidents, safeguarding matters, whistleblowing, concerns and complaints;
- (c) reviewing any action taken in relation to complaints;
- (d) considering the outcome of any audit of the accuracy and completeness of records.

(4) On completion of a review of the quality of service in accordance with this regulation, the responsible individual must prepare a report to the service provider which must include—

- (a) an assessment of the standard of advocacy provided, and
- (b) recommendations for the improvement of the service.

(5) But the requirement in paragraph (4) does not apply where the service provider is an individual.

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**Commencement Information**

**II** [Reg. 50](#) in force at 29.4.2019, see [reg. 1\(2\)](#)

**Statement of compliance with the requirements as to standards of advocacy**

**51.**—(1) The responsible individual must prepare the statement required to be included in the annual return under section 10(2)(b) of the Act, in so far as it relates to the place or places in respect of which the responsible individual has been designated.

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**Changes to legislation:** There are currently no known outstanding effects for the The Regulated Advocacy Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019, PART 14. (See end of Document for details)

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(2) When preparing the statement, the responsible individual must have regard to the assessment of the standard of advocacy which is contained in a report prepared in accordance with regulation 50(4).

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**Commencement Information**

**I2** [Reg. 51](#) in force at 29.4.2019, see [reg. 1\(2\)](#)

**Changes to legislation:**

There are currently no known outstanding effects for the The Regulated Advocacy Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019, PART 14.