
WELSH STATUTORY INSTRUMENTS

2019 No. 165

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

PART 2

General requirements on service providers

Requirements to provide the service in accordance with policies and procedures

9.—(1) The service provider must ensure that the following policies and procedures are in place for the service—

Commencement of the service (see Part 3, regulation 11)

Confidentiality (see Part 6, regulation 19)

Safeguarding (see Part 7, regulation 21)

Staff support and development (see Part 8, regulation 25)

Staff discipline (see Part 8, regulation 28)

Complaints (see Part 10, regulation 34)

Whistleblowing (see Part 10, regulation 35).

(2) The service provider must have such other policies and procedures in place as are reasonably necessary to support the aims and objectives of the service.

(3) The service provider must ensure that the content of the policies and procedures which are required to be in place by virtue of paragraphs (1) and (2) is—

- (a) appropriate to the needs of individuals for whom advocacy is provided,
- (b) consistent with the statement of purpose, and
- (c) kept up-to-date.

(4) The service provider must ensure that the service is provided in accordance with those policies and procedures.

Commencement Information

II [Reg. 9](#) 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, Section 9.