
WELSH STATUTORY INSTRUMENTS

2019 No. 169

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

PART 15

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

Quality of care review

63.—(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 suitable arrangements for—

- (a) considering the outcome of the engagement with children and others, as required by regulation 59 (engagement with children and others),
- (b) analysing aggregated data on notifications, safeguarding matters, whistleblowing concerns and complaints,
- (c) reviewing any action taken in relation to complaints, and
- (d) considering the outcome of any audit of the accuracy and completeness of records.

(4) On completion of a review of the quality of the 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 care and support provided, and
- (b) recommendations for the improvement of the service.

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

Statement of compliance with the requirements as to standards of care and support

64.—(1) The responsible individual must prepare the statement required to be included in the annual return under section 10(2)(b) of the 2016 Act.

(2) When preparing the statement, the responsible individual must have regard to the assessment of the standard of care and support which is included in the report prepared in accordance with regulation 63(4).