

SCHEDULE 2

Regulation 31

Records to be kept

1. In respect of each individual, records of—
 - (a) advocacy plans and revised advocacy plans,
 - (b) correspondence, reports and records in relation to the matters for which advocacy is provided and the outcome.
2. A record of any charges by the service provider to individuals for the provision of advocacy and any additional services.
3. A record of all complaints made by individuals or their representatives or by persons working at the service about the operation of the service, and the action taken by the service provider in respect of any such complaint.
4. A record of all persons working at the service, which must include the following matters—
 - (a) the person's full name, address, date of birth, qualifications and experience,
 - (b) a copy of the person's birth certificate and passport (if any),
 - (c) a copy of each reference obtained in respect of the person,
 - (d) the dates on which the person commences and ceases to be so employed,
 - (e) the position the person holds at the service, the work the person performs and the number of hours for which the person is employed each week,
 - (f) records of disciplinary action and any other records in relation to the person's employment,
 - (g) a record of the date of a DBS certificate and whether there was any action taken as a result of the content of the certificate.