
WELSH STATUTORY INSTRUMENTS

2019 No. 291

**The Local Authority Adoption
Services (Wales) Regulations 2019**

PART 4

Requirement on service providers as to the standards of support to be provided

Standards of support – overarching requirements

14.—(1) The service provider must ensure that support is provided in a way which protects, promotes and maintains the safety and well-being of individuals.

(2) The service provider must ensure that support is provided in a way which—

- (a) maintains good personal and professional relationships with individuals and staff, and
- (b) encourages and assists staff to maintain good personal and professional relationships with individuals.

Information

15.—(1) The service provider must put arrangements in place to ensure that an individual has the information they need to make or participate in assessments, plans and day to day decisions about the way support is provided to them.

(2) Information provided must be available in the appropriate language, style, presentation and format, having regard to—

- (a) the nature of the service as described in the statement of purpose;
- (b) the level of the individual’s understanding and ability to communicate;
- (c) in the case of a child, the child’s age.

(3) The service provider must ensure that the individual receives such assistance as is necessary to enable them to understand the information provided.

Language and communication

16. The service provider must take reasonable steps to meet the language and communication needs of an individual.

Respect and sensitivity

17.—(1) The service provider must ensure that individuals are treated with respect and sensitivity.

(2) This includes, but is not limited to—

- (a) respecting the individual’s privacy and dignity;
- (b) respecting the individual’s rights to confidentiality;

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- (c) promoting the individual's autonomy and independence;
- (d) having regard to any relevant protected characteristics (as defined in section 4 of the Equality Act 2010⁽¹⁾) of the individual.

⁽¹⁾ 2010 c. 15.